



NTO - Technology Support

Office of Technology

Here's our mission:

The **Office of Technology** is responsible for providing a technical foundation and vision to support the advanced learning environment of the 21st century student and educator. The intent is to lead and collaborate across the spectrum of students, staff and district administration to meet both instructional and administrative goals of teaching and learning district-wide.

Here's what we do:

The Office of Technology handles:

- Helpdesk and general computing support
- System access and security
 - User Accounts
 - Email Account
 - X2 Accounts
- Device management
 - Hardware deployment
 - Hardware repair
- Software deployment
- Network access and security
- Purchasing/budgeting of technology
- Technical guidance in the selection of solutions.



Here's how to get help:

Help Desk General Information.

1. Help desk hours: 7:30am-3:30pm (508)782-6901
 - Internal Ext: 26901
2. Create your own ticket through the User Portal
<http://k1000.fpsnet.org/>
3. Emails can be sent at any time, i.e. 24/7
 - help@framingham.k12.ma.us

All professional staff members are assigned a district laptop.

Framingham Public Schools adopted Google Apps for Education in 2013

Our Student Information System is Aspen X2

Here's some more information...

Do's

- If you need technical support the best way to get a resolution is to contact the help desk.
- Provide as much detail as possible.
- Keep track of your tickets in case your problem re-occurs.

Don'ts

- Do not call or e-mail a technician directly. Calling or e-mailing a technician directly can delay the response.
- Do not flag down a technician. A technician working on other calls will not be able to drop what they are doing to help you

Personally owned wireless devices

- Can be connected to our "BYOD" wireless network
- Office of Technology staff can not provide "hands on" support of personally owned devices
- Users leveraging BYOD are bound by the District's Acceptable Use Policy and content filters
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Help Desk System

All technology requests must go through the district technology help desk.

There are many benefits of using the district help desk.

- **speedy resolution** - some issues may be resolved over the phone
- **effective communication and response** - technicians will be able to respond appropriately based on information collected.
- **knowledge base** - Trouble tickets and resolutions are self-documenting and provide an extensive database of solutions
- **accountability** - The Office of Technology is committed to providing best in class user service and user experience.
- **resources** - Captured data provides our team with key metrics to assist us with staffing and resource allocation

When Should I use the Help Desk

All tasks should have an associated helpdesk ticket. Examples:

1. Password resets
2. User account creations
3. Phone work (new phones, moving lines, voice mail setup etc)
4. Scheduled changes (i.e. software upgrades/ network upgrades / switch replacement, new server build requests, etc.)
5. On-site help requests (i.e. PC / Laptop setup/reconfiguration, printer fixes, software assistance, etc.)

What work doesn't require a ticket:

1. None - All requests for technology resources should be submitted to the help desk

Your windows user name is generated from the first initial of your firstname and your last name. (up to 20 characters)
i.e: amacintosh

To log on to Google Apps for Education including GMail you must use your full email address.
i.e:
amacintosh@framingham.k12.ma.us

Your Aspen X2 username is also generated from the first initial of your firstname and your last name. (up to 20 characters)
i.e: amacintosh

To ensure that your documents are accessible anywhere and being backed up nightly, best practice is to store all your documents in Google Drive.