Technology Services - New Employee Orientation

The purpose of the Technology Services Department is to empower all students to embrace learning and discover the expansive opportunities of the connected global community. To support this endeavor, all employees must embrace the technologies that are available to them so that they can maximize student achievement and improve administrative services. Technology Services utilizes a framework to develop the infrastructure and skills needed to integrate the K-12 Technology Applications Texas Essential Knowledge and Skills (TEKS) into the curriculum areas.

Internet and Intranet Development and Access

The Instructional Technology division of the Technology Services department provides training and support for the departmental and campus Web Page Coordinators (WPC). These coordinators create, edit, and manage the web pages for their departments and campuses to improve communications between NEISD and all of its stakeholders. In addition, Instructional Technology administers the North East Teacher Web, an online web page editing system for teachers. Teachers are required to update web pages with essential classroom information to enhance communication with students and parents. Teachers are able to create and edit web pages from within their browser from home or from school. Parents and students can access Teacher Web pages through the staff directory of each campus web site and the Parental Portal.

Internet and Electronic Mail Filtering

The Internet allows access to Instructional resources on the World Wide Web. The information on the Internet is for the general public as well as staff and students. Web pages are filtered on computers that are connected to the NEISD network to provide a safer, smarter, and more productive learning and working environment.

Filtering rules are a 'best effort' attempt to block inappropriate material. If there are blocked web pages that are essential to NEISD business, NEISD personnel can complete the "Request to Unblock Internet Site" form on the Intranet. Inappropriate web pages can be blocked immediately by calling the Network Technology Services at 407-0749.

All electronic mail messages are scanned for viruses. Infected messages are automatically cleaned or deleted by the scanning system. The system also scans messages for content. Messages with inappropriate content are forwarded to the employee's supervisor.

Professional Development

The Instructional Technology Department provides and coordinates technology-related professional development at both the NEEC and on the campuses. The professional development is primarily for teachers, librarians, and administrators to learn how different technologies can be integrated into the curriculum to increase student achievement. Other professional development is geared more specifically to the administrative use of technology in the workplace to increase effectiveness and efficiency. Online professional development is also available.

Instructional Technology Coordinators (ITC) and Instructional Technology Specialists (ITS) help create and teach the professional development classes . The Instructional Technology personnel also work with central integration of technology into the curriculum.

Important Information Regarding The Help Desk and Your Technology Needs

The primary role of the Help Desk is to facilitate the resolution of technology issues within the district. A technology issue may be resolved with the first contact to the Help Desk. If the issue requires a different level of expertise, the ticket will be routed to the appropriate group who can resolve the issue. You can request assistance for your technology or computer issues through our web portal or call directly to the Help Desk.

- **Web Support**: To submit a web ticket, go to www.neisd.net >Intranet> Help Desk. Login to the system with your Novell user name and password. Once in the system, you can submit a ticket for your issue 24 hours a day, seven days a week. instructions for submitting a request will be displayed on our main Help Desk web page once you login into the system.
- **Phone Support**: If the issue is an emergency or system outage, do not submit a web ticket but call us at 805-5315 so we can address the issue as quickly as possible. The Help Desk operating hours are Monday - Friday 7a.m.-5:30p.m. We are closed most district holidays. Non-emergency tickets are handled by the Help Desk on a first-come first-serve basis regardless of how the ticket is submitted. However, there are certain types of tickets that may receive a priority status due to the overall impact on the campus, department, or user.

Tips:

- Do not wait to report an issue. Create a web ticket or call us as soon as you identify an issue.
- If your peripheral device has no NEISD Asset tag, please provide us with the Asset tag of the computer or device to which the peripheral is attached.
- If your laptop is down, you may be able to sign out a studenUioaner laptop from the front office/department until the Tech Support team can address your issue. Another option is to use one of the student desktops located in your classroom . In either case, you can still access your e-mail via Office Outlook 365 at http://portal.microsoftonline.com
- Create your own web tickets or call personally for assistance. Using an intermediary to report your issue, usually will delay your repair since he/she will not have the necessary information and details needed to process your request.

When submitting a Help Desk ticket via the web:

- Limit issues to one per ticket- The system assigns teams automatically when a ticket is created in the system. This will insure your request is escalated to the correct team for resolution. Failure to code the ticket appropriately will delay our response to your issue.
- Give us as many details as possible. This includes any error messages, blinking lights, sounds, etc. that will help us understand your issue. Making general statements such as "It's broken" or "Does not vvork" will require us to ask for additional details, which only delays the resolution further.
- You will need your NEISD Asset tag for most requests. Be prepared to supply this number either in a pop-up window or in the main description field. The Asset tag number is a 11-digit number separated with a dash, located on a bar coded label on your device. The label may be on the top, side, or even bottom of your device. This number helps our field service team locate the exact computer for repair as well as to check to see if the repair will be covered under warranty.
- Web tickets are handled by email correspondence. If you do not have access to a computer to check your email, please state so in the ticket.
- If you require a callback, please provide a direct phone number (with extension, if applicable) or cell phone number.

When contacting the Help Desk by phone:

- If possible, it is suggested that you be at your computer when calling the Help Desk as many issues can be handled quickly with guidance from the Help Desk technicians. If the issue cannot be handled quickly, we may need to troubleshoot the issue to gather information that will enable our other teams to resolve your issue in a timely manner.
- We may need your NEISD Asset tag so have the number ready in case we need to escalate the ticket to our field service team.
- We currently have two to three technicians on phone duty at a time. To respect the other callers waiting in our phone queue, we limit the customer to one issue per call.