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|  | <b>Technology Services<br/>Performance Excellence and<br/>Customer Care Center</b> | <b>SOP #</b>                     | TS -PE-001      |
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| <b>SOP Owner</b>  | Jennifer Miller  | <b>Approval</b>                  | Jennifer Miller |
| <b>SOP Name</b>   | Identifying Technology Services Needs  |                                  |                 |

## Standard Operating Procedure

### 1. Purpose

The purpose of this procedure is to document the process to determine if a device requires support from Technology Services.

### 2. Scope

This procedure is intended for all devices needing service or services to be provided

### 3. Prerequisites

Equipment to be serviced should have a barcode and be purchased by the district and Technology Services. Requested services should be those specified in this process.

### 4. Responsibilities

Campus and Service Technicians along with Customer Care Center analysts will initially review the equipment status or service need.

### 5. Procedure

Technology Services initially addresses items purchased by the district Technology Department. District items are labeled with a district bar tag.

After all service requests have been completed addressing district purchased items, additional service requests may be reviewed.

#### **District Equipment includes**

Cameras  
Desktop Computers  
Food Service Registers and Keypads  
Laptop Computers  
Monitors  
Printers  
Speakers  
Tablets  
Telephones

#### **District Technology Processes**

Software Installation  
Technology Purchases

#### **District Systems**

Network Passwords  
Network Storage  
Computer Models  
Email  
Food Service  
VOIP Telephone  
Video  
VOIP Telephone  
Wireless

## Technology Service Needs

