

Appendix E

Plano ISD Problem Reporting

The Technical Support Services department includes the district Help Desk area. All requests for support of district data, voice and video systems come to this centralized resource (469-752-TSOS). Three support specialists and one supervisor offer assistance through phone service (Monday – Friday, 7:00 a.m. to 6:00 p.m.), voice mail (24 hours) and email (24 hours).

Problems requiring more detailed help and/or repair are entered into a central database (HEAT by Front Range) and then electronically routed to the appropriate support staff and monitored until the trouble ticket is closed. Most of the hardware related problems are diagnosed on-site and entered into the database by the on-site Campus Technology Assistant. Non-hardware or undetermined problem calls are reported to the Help Desk for assignment to the appropriate support group.

Calls requiring service from outside vendors, e.g., under warranty, are also routed through the Help Desk to insure consistency in service. The outside vendors also monitor and update their calls in the HEAT system.

On-line reports are available through the Help Desk HEAT system listing all open calls in the district. To ensure timely resolution of problems, open call reports are generated and reviewed consistently by the Director of Technical Support Services. Outside vendor reports are also generated and periodic review meetings help to ensure their calls are also being resolved in a satisfactory manner.

