Technology Procedures during COVID-19 Pandemic
Information for Staff

March 16th, 2020, Dr. Bostic sent out a correspondence to the SMSD staff regarding the district procedures and general guidance during the COVID-19 pandemic. The Technology Department is abiding by the guidelines set forth by the Superintendent and Executive Cabinet.

The purpose of this document is to provide more details on what to expect from the Technology Department during the pandemic and what certain procedures will need to take place to stay true to the correspondence sent by the Superintendent and abide by those guidelines.

Objective:
To continue providing outstanding technology service to the SMSD staff during the COVID-19 pandemic, making onsite and online resources available, accessible and secure.

Goals:
- PROVIDE information to staff
- PROVIDE ongoing support virtually and in person
- CONTINUE to make network resources available onsite and offsite
- PROVIDE technology hotline for parents and students
- CONTINUE to support student devices
- PROVIDE internet connectivity at home for students
- TROUBLESHOOT and fix online/distance learning resources for staff and students
- PROVIDE professional development tools to instructors
- PROVIDE secure connection option and documentation for staying safe online

Technology Department General Information

Hours of Operation

7:30 am to 4:00 pm

Most technology staff will be working onsite starting the week 3/16/2020 and All technology staff will be at SMSD starting 3/23/2020.

How to Contact Us

We have had an exponential amount of calls, emails, texts and direct messages. Because of this we will need to set a focus on the direction we would like to communicate with you to better serve you and not allow for any missed email, call, text and so forth. To communicate with us:

1. Incident IQ (Technology Helpdesk Tickets)
2. Microsoft Teams (Quick Questions and Responses)
3. Phone Call (Only for Password Reset or Password Unlock)

Incident IQ (Technology Helpdesk Tickets)
Please submit any technology requests using the current system that is being used to log the trouble tickets. You can access the ticketing system a few ways. Through the website, Classlink, direct link and mobile phone application.

- https://www.staffordmsd.org/employees
- https://launchpad.classlink.com/stafford
- https://staffordmsd.incidentiq.com/
- iOS https://apps.apple.com/us/app/incident-iq/id1191272202
- Android https://play.google.com/store/apps/details?id=com.incidentiq.mobile&hl=en_US

You will sign in using the Microsoft credentials to access the Helpdesk ticketing system. This will be the main and preferred communication method. This allows us to have all requests centralized as we anticipate parent/student calls and requests.

Please provide as much detail and information you can when submitting the Helpdesk ticket.

Microsoft Teams (Quick Question and Responses)
The Technology Department uses Microsoft Teams for communication and will be a preferred way to communicate for quick questions and responses. If you have a technology issue please use Incident IQ (Technology Helpdesk Tickets) to submit your request. You can access Teams a few ways, if you are on a district laptop or computer, the program is installed, through the online web portal, the direct website or mobile phone application. You will sign in using your SMSD Credentials.

- Search "Teams" on your district provided computer
- https://portal.office.com
- https://teams.microsoft.com
- iOS https://apps.apple.com/us/app/microsoft-teams/id1113153706
- Android https://play.google.com/store/apps/details?id=com.microsoft.teams&hl=en_US

Name	Microsoft Teams Username	Title
Jorge Rodriguez	@jrodriguez	Director of Technology
Yasint Albazzaz	@yalbazzaz	Server Technician
Dina Kaldi	@dkaldi	Technology Clerk
Eriberto Garcia	@edgarcia	Desktop Support ES
Cosme Garcia	@cgarcia3	Desktop Support MS
Jody Nusom	@jnusom	Desktop Support HS

Phone Call (Only for Password Reset or Password Unlock)

Phone Number: 281-261-9357

If you forget your password or need it reset, give us a call. Since we cannot authenticate you in person, our Technology Staff has been trained to ask you for your last 4 digits of your social security number to confirm that you are the correct person who is asking for reset or unlock.

After your password is reset, please allow up to 30 minutes for changes to take effect.

Staff Resources

Security

We want to ensure that you stay safe online, please read the document "Cybersecurity Threats and How to Stay Safe During the COVID-19 Pandemic."

Stafford Learns

https://www.staffordmsd.org/academics/stafford-learns

The link to the website above has information about resources for parents, students, and educators. Please refer to this site for information about online/distance learning.

District Provided Computers

The Technology Department will prepare laptops for "Essential Staff" according to Dr. Bostic's guideline. If you are an essential staff member and need a laptop to work remote please submit a Helpdesk Ticket and schedule time with one of the members of the Technology Department through Microsoft Teams.

Essential Staff
Definition- SMSD executive staff, principals, assistant principals, executive assistants to the executive team, directors, coordinators, technology director, and technology support, curriculum specialists, curriculum coordinators, business office, talent acquisition/human resource (all staff), maintenance and operations (custodial, maintenance, and grounds staff), and child nutrition staff (all child nutrition staff). The essential staff ***does not*** include transportation staff.

- Procedures for Working During Covid-19 Pandemic Effective March 16, 2020

<u>Laptop Drive up Pick up</u>
Staff who left computers or staff who cannot come on campus, will have the ability to pick up at our drive up station during set hours of the day with an appointment.

Drive up Pick up Time and Dates

3/19/20	3/20/20	3/23/20	3/24/20	3/25/20
1:30 pm - 3:00 pm	1:30 pm - 3:00 pm	1:30 pm - 3:00 pm	1:30 pm - 3:00 pm	1:30 pm - 3:00 pm

Please communicate through Microsoft Teams at least a day ahead so the technology department has time to go to your office or classroom to retrieve your computer.

Pickup Location
Near the entrance of Middle School Campus
200 Stafford Pride
Stafford TX, 77477

Parent and Student Resources

SMSD Technology Parent and Student Hotline

Phone Number: 1-866-507-8433
This hotline is **ONLY** for Parents and Students who need assistance with online technology resources or district provided devices. We will make it available during our regular working hours, after hours help may be limited, however there is voicemail so they can leave their information. The information we ask for is:

1. First Name
2. Last Name
3. Student ID number
4. Campus the Student attends
5. Reason for the call
6. Call back number

You can share this number with parents that inquire to you about technology assistance. We do want to encourage that the instructor be the first level of help if possible. If the issue or request is something the instructor cannot resolve the hotline is available to parents and students.

Student Device Drop off, Drive up Pickup and Repair

We want to continue to support our students who have district provided devices since we have moved to all online learning.

The Drive up Pick up Time and Dates for Parents and Students will be on case to case basis.

Device Drop Off
Parents and student will be allowed to drop off the student devices for troubleshooting:

Near the entrance of Middle School Campus
200 Stafford Pride
Stafford TX, 77477

The devices will be cleaned and quarantined for 24 hours before any troubleshooting will take place. The parent will be notified once the device is ready for pickup and a scheduled time will be set.

Device Pick up Drive up

Before spring break there were students who left their district devices for repair and are in need to pick up. Same process will apply. Parents will need to call the hotline and schedule a pickup for the device.

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