



Dothan City Schools

Procedure No. Tech-02.1	Title: Technology Department Work Orders
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1. PURPOSE

To standardize the submission of work orders for the Technology Department as well as establish an orderly means of communication so issues can be tracked and updated with current status, notes, and other relevant information.

2. APPLICABILITY

All Dothan City School staff, faculty, and administration

3. PROCEDURES

A. Compile all applicable information about the issue you are experiencing including date/time, location details, device type, description of the issue, etc. (pleases be as specific as possible)

B. Open a web browser on your computer and navigate to the following address: <https://dcstech.freshservice.com> and log in with your Google account credentials (SSO)

C. After login, the site takes you to the Requesters Dashboard. This is where you enter the information collected about the issue.

D. After completing and submitting the form, the Technology Department will receive the new ticket, prioritize it with others and enter it into the work queue to be completed.

4. Notes

A. For schools, the primary point of contact for submitting work orders is the media specialist. Each school principal can also submit work orders in case the media specialists is unavailable.

B. ALL issues must be reported by the Fresh Desk Work Order system.

C. Emergency work orders are any issues that require immediate attention to avoid major property damage and/or potential personal injury. For an emergency, please contact the Technology Department directly then create a work order using the Fresh Desk website as soon as possible.