



Technology Procedures

Overview:

The Cedar Hill ISD Technology Department is a dedicated small team fueled by a passion for assistance. We provide support to every student, staff member, and facility within the district. Additionally, we cater to some contracted professionals who contribute to the district's success. Our work encompasses a variety of devices, including but not limited to computers, along with numerous software applications that benefit every department. Our network infrastructure spans the entire district, featuring underground fiber optics, in-wall cabling, and various hardware endpoints. There are many visible and hidden elements that are all part of our technology services. This is why adhering to these procedures will enable us to deliver the best possible support.

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Helpdesk Tickets

A help desk ticket *MUST* be submitted in the Technology help desk system to start addressing any issues. This includes problems related to hardware, software, network, Wi-Fi, or anything else concerning technology. CHISD Technicians operate on a “first in, first out” basis, which means that the oldest tickets receive priority under typical conditions. If you fail to submit a help desk ticket, the technicians will be unaware of your problem. These tickets are essential for making data-driven decisions in the future.

1. Priority of support. Technicians are limited and must have the tickets to know when the problem arose and to get to the first in.
2. To show where the technicians spend their time. We must have the tickets to account for the time that is spent throughout the day for each technician. We can then decide if our district needs to add an FTE to support the work load.
3. We use these tickets to show patterns in certain buildings, rooms, and devices that may need to be considered for repair or replacement.

Please enter a help desk ticket before making a call or sending an email. You can start a work order here. <https://helpdesk.chisd.net/>

Technology Orders

When ordering anything related to technology, please consult a technology professional to assess your purchase before submitting a requisition, using a credit card, or placing an order on Amazon. This applies to items like devices for students or staff, software, interactive panels, document cameras, and more. We appreciate your cooperation for the following reasons.

- We do not want to say “no”, but we must make sure that your purchase can be supported by the District.
 - Will it work on our devices?
 - Will it work on our network?
 - Is it something that our technicians are trained to support?
 - Does something already exist in the district that does the same thing?
 - Is it financially sustainable?
- We want to make sure that what is purchased is the best option for you and that we are being fiscally responsible.
- Once the purchase has been approved by Technology, a requisition can be placed. Please allow sufficient time for all approvals to take place, the vendor to receive and submit the order, build time, shipping time, and finally, preparation time by the technicians (if necessary) before your item is delivered to the campus or department.



Standards List

Technology will post a standards list of the most common items that are typically requested. These items will have already been bid by a minimum of three vendors. This means that all items on the list are compliant with Title Funding, Edgar, and all other Business Office procedures. When ordering from the standards list, you will open a Technology help desk ticket, copy the entire line of what you are seeking from the standards list, paste it into the work order, and include the budget code to support the order. Please make sure that there are sufficient funds in the account before asking for the order. Once you submit the ticket, the Technology department will create the requisition and place the order with the vendor. If the item is ordered from the “Fixed Asset” list, it will be shipped to the Technology warehouse for processing and delivery. If the item is ordered from the “Consumables” list, the item will be shipped directly to the campus or department. This should aid in the receipt of the items in a more timely manner.

Non-Standards List

If there is a need for an item that is *not* on the standards list, please open a Technology help desk ticket and either put a link to the item or a detailed description of what you are seeking then submit the ticket. A technology team member will assess the request and make suggestions or get the necessary quotes needed to order the item and send them back within the ticket. If the item is approved and you want to order, please add a note to the ticket with the selected quote and the budget code, then re-submit it. The item will be ordered and the delivery will be set up according to the type of item it is.

Key and Prox Card Requests for New Hires

Government Center Only

The Technology Department exclusively distributes keys and prox cards to staff members based at the Government Center. Those located at a campus or other facility will obtain their keys and prox cards from their respective locations.

To ensure that new hires receive these items on their first day, the Technology Department requires a help desk ticket submitted at least three business days before the start date. The earlier the Technology Department is notified, the higher the likelihood that new staff members will have their keys and prox cards ready on their first day. You can start a work order here.

<https://helpdesk.chisd.net/>



Check Out Procedure for Staff

If you are departing from a department or campus and have been issued a device, it is essential to return it before you leave. Every checked-out device is logged in the inventory system, and it must be returned to the technology department; otherwise, you may face a deduction from your paycheck.

Department or Campus Admin

If you're transitioning to a different department or leaving the district, it is essential to schedule an appointment with the Technology department to return your device and any accompanying accessories. This appointment must be arranged before your final day. It's important to ensure that a staff member is available to verify that the items being returned match what was initially checked out. Not following this process will lead to a payroll deduction. Please refrain from leaving the device for the next individual or handing it over to your supervisor. These devices are tracked in inventory and need to be refreshed and prepared for the next user.

Teachers

If you are a teacher at a campus and are in possession of a laptop or Chromebook while planning to leave the district, it is essential to arrange a time with your Campus Technology Assistant (CTA) to return your device along with all its accessories. This process must be completed before your final day, as failing to do so may lead to a deduction from your payroll.

Key and Prox Card Turn In

If a staff member is transferring to a different department, campus, or leaving the district for any reason, it is crucial to schedule an appointment with the Technology department before their final day. We are responsible for all keys and prox cards related to the Government Center, and it is essential to retrieve these items and return them to inventory. DO NOT leave them on your desk, hand them to your replacement, or give them to your supervisor. There is a strict tracking system in place for these items. Once the new employee starts, the Technology department will provide a key and prox card if required for the position. Please submit a help desk ticket for this request at least three business days before the new employee's start date. You can start a new help desk ticket here.

<https://helpdesk.chisd.net/>



Printing

CHISD Print Services operates under a contract that is renewed annually. This contract is structured around a "click count," which measures the number of pages printed in black or color each year. Each printed page carries a specific monetary value. At the beginning of the year, all staff members are assigned a generous allotment of prints. If you run out of "clicks," please consult your department head or campus principal about increasing your allotment. If they agree, kindly ask them to submit a helpdesk ticket for this request. Once we receive the ticket, your allotment will be adjusted accordingly. You can start a new help desk ticket here. <https://helpdesk.chisd.net/>

Password Policy

CHISD has adopted a more secure, complex password system. Now, password changes are required only every six months. This complexity enhances security, making it more challenging to hack and allowing for longer usage periods. The requirements are outlined as follows:

- Must be a minimum of 12 characters
- Must contain three of the following:
 - Capital letter
 - Lower case letters
 - Number
 - Special Character

The most effective way to choose a password is to create a phrase that is meaningful to you or a family member. Consider substituting letters with numbers or symbols, like using a 3 for an E or a \$ for an S. For instance, you might use: *Wind!sb@d4Hair*.

Changing Your Password

To change your password, you must be connected to the district's network. If you're using a Windows device, press "Control-Alt-Delete" simultaneously. A menu will appear; simply select "Change Password" and follow the instructions provided.