




# LOS ANGELES UNIFIED SCHOOL DISTRICT REFERENCE GUIDE

## ROUTING

All Schools and Offices

**TITLE:** Technology Maintenance and Support

**NUMBER:** REF-1657.4

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**DATE:** May 1, 2017

**MAJOR CHANGES:** This Reference Guide replaces REF-1657.3 dated May 14, 2012 and REF-3343 dated October 26, 2006. It provides new information regarding supported technology.

**BACKGROUND:** Information Technology Division's IT Customer Services provides school and office support for end-user technology equipment, devices, applications, technical infrastructure, network, telephone, intrusion alarm, public address/intercommunications, radio, and surveillance systems. The two branches responsible for this support are IT Customer Support Branch and Communication Systems Branch. The following information serves as a guide for maintaining and obtaining technology support from the Information Technology Division (ITD).

**GUIDELINES:** MAINTENANCE, SECURITY, AND MANAGEMENT OF TECHNOLOGY

School site and office personnel are responsible for the daily care, maintenance, security, and management of technology at their locations.

Site Staff Responsibilities

- Keep food and beverages away from technology equipment.
- Secure equipment to protect against theft and vandalism.
- Maintain a service clearance area of three (3) feet at the front and rear of technology equipment cabinets. The service clearance area is the area required to open the cabinet doors and pull out equipment for servicing.
- Report non-functioning air conditioning units in Main Distribution Frame (MDF) rooms to Maintenance and Operations. The MDF is typically a small room on campus that houses network connectivity equipment that is installed in tall racks.
- Ensure operating systems and virus definition updates occur regularly (at least weekly).
- Ensure computers are set up for automatic updates.
- Keep and maintain a current inventory of equipment (including serial number and location). Equipment inventory shall be maintained utilizing Destiny Resource Manager (DRM) and the District Computer Inventory System (DCIS), in accordance with District policies.
- Report non-functioning IT equipment and IT infrastructure to the IT Helpdesk at <http://helpdesk.lausd.net> or call (213) 241-5200.



## LOS ANGELES UNIFIED SCHOOL DISTRICT REFERENCE GUIDE

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- Manage local servers and printers (e.g. users, groups, network).
- Protect local network, computers, and peripherals from any device or activity that may disrupt their normal operation (e.g. connecting unauthorized switches, routers, wireless devices).
- Manage guest access to the school's wireless access points (LAUSD-Guest).

**Note: The stability and security of the school's technology infrastructure are crucial for day-to-day District operations and instructional programs. If ITD technicians notice locally installed devices that may interfere with these functions, the site administrator will be notified and asked to turn off and remove these devices. ITD will assist with the turning off and removal of devices causing any problems on the network. If potentially harmful devices continue to be present, ITD reserves the right to remove them and escalate the issue to the appropriate administrator.**

**Sites shall NOT install technology equipment or alter the infrastructure in any way that:**

- **Disrupts the ability to provide support**
- **Interferes with classroom instruction**
- **Obstructs administrative duties**
- **Compromises security**
- **Breaks any Federal law, State law, local law, or District policy**
- **Alters or reconfigures any technology equipment and infrastructure without explicit authorization from ITD**
- **Alters the District-assigned computer administrator password.** (Please notify the IT Helpdesk at (213) 241-5200 if it is necessary to change the administrator password)

### PROCEDURES TO REQUEST SERVICE FROM ITD

When a technology problem occurs with District equipment or software, employees follow these procedures:

Prepare information required for the service request

- Obtain the site location code. This information identifies the location of the reported problem.
- Know your employee number. The employee number identifies the user calling, assists in follow-up, and expedites future calls reporting problems.
- Have a brief and precise description of the problem.
- Know the location of the equipment (e.g. room number, office).
- Know the type of equipment (brand, model, etc.).
- Obtain the serial number and/or asset tag number of the equipment (if available).





## LOS ANGELES UNIFIED SCHOOL DISTRICT REFERENCE GUIDE

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### Place the request for service

- Contact the IT Helpdesk at <http://helpdesk.lausd.net> (for support options) or call (213) 241-5200. You can also submit a request for service using the online self-service tool by going to <https://css.lausd.net> and logging in with your LAUSD email and SSO password. If you call the IT Helpdesk, then follow the points below.
- When calling, the first greeting heard is a status report of any existing system problems. If there are known problems (such as power outages, or District-Wide problems with accessing the Internet, etc.) the status report will include them.
- Listen to the menu choices. Many choices automatically refer to someone that can immediately assist with the issue.
- If on hold (or "0" is pressed) for assistance, be ready to provide the information you have prepared.
- Write down the reference number given and the date the call was placed.
- The IT Helpdesk representative may resolve the problem on the phone or transfer the call to a specialist for further assistance.
- Should the problem require further analysis, it will be referred to a technician who may resolve it remotely or by visiting the location.
- Contact information is required for follow-up calls or e-mails.

### ACCESSING SITES DURING NON-BUSINESS HOURS

If work is required and site staff is not on the campus site, a technician will coordinate a visit with the site administrator and obtain the required access and codes to complete the work. During the time period that work is being performed, the technician will disarm the intrusion alarm on the campus and notify School Police. Upon completion of the work, the technician will re-arm the intrusion alarm on the campus and notify School Police of departure.

### PROCEDURES TO REPORT LOST OR STOLEN COMPUTERS

When a District computer is lost or reported stolen, the following procedures must be followed:

1. Immediately contact LAUSD School Police at (213) 625-6631 or the local law enforcement agency where the computer was taken if the location is not an LAUSD site.
2. Contact the IT Helpdesk at (213) 241-5200. Do not delay contacting the IT Helpdesk to report missing equipment if information is not readily available. Tracking can begin if the computer's serial number is known. Inform the IT Customer Support representative that you want to report a missing, lost, or stolen computer and provide the following information:
  - The manufacturer, model and serial number of the computer(s)
  - Whether power cords, cables or peripherals (e.g., mouse and keyboard) are missing
  - When the computer was first noticed missing





## LOS ANGELES UNIFIED SCHOOL DISTRICT REFERENCE GUIDE

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- The location of the computer at the time it was taken
- Details regarding the incident (e.g., broken window)
- The police report number. If unavailable at the time of the call, it shall be reported immediately upon receipt
- Site Administrator or designee must complete an iStar report for all stolen devices.

3. Recovered computers are re-imaged by IT Customer Support and subsequently returned to the school principal or department head.

### DESKTOP, LAPTOP, TABLET AND PERIPHERAL EQUIPMENT

ITD leverages resources to efficiently provide maintenance and support to District schools and offices. Priority is given to service tickets that impact essential services or the majority of the site. Sites are responsible for the security, asset management, and proper supervision of equipment. Sites will be required to pay for repairs of devices that have been misused or vandalized. During the warranty period, support is provided by the identified warranty provider identified in the contract. Support will continue to be provided beyond the warranty period for desktop computers (5 years after the purchase date), laptops (3 years after the purchase date), servers (5 years after the purchase date), and peripherals (varies by device) purchased under District master contracts until they are deemed “beyond economic repair” (BER) and is classified as such when it is no longer cost-effective to repair. Cost effectiveness is determined when any one of the following factors are met:

- No longer under warranty and required repairs cost more than 50% of the fair market value of the equipment.
- Identified as “end of life” and “end of support” by the manufacturer.

Outdated and non-serviceable end user equipment (e.g. computers) should be replaced by the site, using site allocated funds, when they have reached the age of one (1) year past their warranty expiration. It is recommended that site administrators plan and budget two years before the expected end of life of the equipment. Typically, a desktop computer has a 5 to 6-year lifespan, a laptop has a 3 to 4-year lifespan. Additional warranty may be purchased beyond minimum warranty requirements provided by the vendor.

Computer system peripherals out of warranty such as keyboards, mice, monitors, batteries, power adapters, cables, etc. may be purchased from the District’s Stores Warehouse Supply Catalog (<https://storescatalog.lausd.net>).

Replacement for most items is available through the Procurement Services Division (<http://achieve.lausd.net/procurement>), which can also provide a list of approved vendors upon request.

Some of the District’s mobile devices (e.g., iPads, Chromebooks, and Microsoft tablets) are registered with the ITD Mobile Device Management group and are remotely managed, supported, and monitored. The majority of these devices are part





## LOS ANGELES UNIFIED SCHOOL DISTRICT REFERENCE GUIDE

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of the District's 1:1 initiative. Mobile devices that are not part of this District-Wide program may not be managed, supported, and monitored. It is recommended that mobile device management licenses be purchased when purchasing these mobile devices.

Instructions for connection of mobile devices (e.g. smart phones, cell phones, and tablets) to the District's wireless network, email configuration, installation of security certificated, etc. are available at <http://helpdesk.lausd.net>.

### PRINTERS

The District's Unified Print Program establishes a single source vendor (currently this vendor is Toshiba Business Solutions) for imaging equipment and services across the District. Toshiba Business Solutions will replace photocopiers, scanners, and printers with networked, multifunctional copier, printer and scanning devices designed to meet the varying needs of schools and offices. Consolidating to a single vendor has resulted in lower costs to District schools and offices. Individual classroom and office printers are discouraged because the aggregated costs for paper, toner, ink, and other consumable items are much higher than printing to a multifunctional networked device. For more information, please visit the LAUSD's Unified Print Program website at <http://achieve.lausd.net/Page/3839>.

Printer support, including Multi-Function Printers (MFPs), is only provided for connectivity issues to the LAUSD network, or to connect printers to LAUSD computers. Wireless printers are not recommended as they may not be supported by the LAUSD wireless network. Please contact KIS Computers at (626) 723-777 for additional support for the following:

- Non-Toshiba mechanical printer repair services
- Printer supplies (e.g. toner, fuser, maintenance kits)
- Repair or replacement parts such as trays and drawers. Parts may also be ordered from the District "Store Warehouse Supply" Catalog.

### ELECTRONIC WHITEBOARDS

Electronic whiteboards purchased under the District master contracts include specific installation and support. These boards are either installed on stands or walls for an added charge per LAUSD Maintenance and Operations guidelines, and the equipment is asset tagged by the vendor. The vendor provides installation, training, and 5-year warranty support. After-warranty support from the vendor is strongly recommended.

### CELL PHONES

Verizon Wireless, the District's mobile provider, supports District issued cellular/smartphones and broadband devices, which includes technical questions, feature functionality, and repairs. Verizon Wireless Support Specialists are



## LOS ANGELES UNIFIED SCHOOL DISTRICT REFERENCE GUIDE

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available 24 hours a day, seven (7) days a week by calling (800) 922-0204, and will troubleshoot the problem and determine the solution, up to and including the replacement of the device.

If a replacement device is needed, the cellular user must contact the Information Technology Division (ITD) Cellular Unit at (213) 241-0505 to request a warranty replacement. Defective devices must be returned to Verizon Wireless upon receipt of the replacement device. Otherwise, the full cost will be charged to the cellular user's phone bill.

### TELEPHONE AND PUBLIC ADDRESS (PA)/INTERCOMMUNICATIONS (INTERCOM) SYSTEMS

Telephone and PA/Intercom systems provide critical and emergency communications between classrooms, offices, and to the public. This system also provides the tones for fire alarms, campus notifications, beginning and ending of the school day, and any transitions throughout the day. The Master Clock's bell schedule is programmed by Maintenance and Operations. Priority service is provided for an entire system (telephone and PA/Intercom) outage, which includes follow up and escalations with local operating companies such as AT&T and Frontier California. The following items are maintained and repaired:

- Office/desk phone
- Wires and cables
- Jacks, mounting cords, and handset cords
- System components
- Classroom/wall mounted phones
- Indoor and outside speakers
- PA microphone
- Room to room and outbound calling

Installation or relocation of telephones, telephone systems, PA/Intercom systems, local telecommunications provider services *Call Center* design/implementation, extension programming, and other similar telephone related services are provided and will require funding by the requesting location.

### INTRUSION ALARM SYSTEMS

The District's Intrusion Alarm System aims to preserve District sites against burglary and vandalism by communicating with LAUSD School Police (LASPD). This system alerts LASPD of unauthorized intrusions. It is the responsibility of site administrators to ensure that campus intrusion alarm systems are armed when school is not in session and no one is on campus. It is especially important that intrusion alarm systems be activated during extended breaks, such as long weekends, winter recess, and spring break. Most District sites are equipped with a motion detection device that, when activated, serves as the intrusion detection device. Repair services for District approved and installed Intrusion Alarm systems are provided for the following components:





## LOS ANGELES UNIFIED SCHOOL DISTRICT REFERENCE GUIDE

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- Alarm panels
- Motion detectors
- Keypads
- Sirens
- Replacement of batteries
- Programming of authorization codes

### SURVEILLANCE SYSTEMS

Surveillance systems monitor and record activity at District sites and help to deter theft and vandalism. Many District sites are equipped with a surveillance system. Repair services are provided to District approved and installed surveillance systems for the following components:

- Cameras
- Recording devices
- Cabling
- Programming

### NETWORK

The District's data network provides connectivity on school campuses for access to local network resources, District applications, and the Internet. Network Operations staff monitor the District's network and remotely manage issues. Often these issues are resolved prior to site staff knowing that a problem even existed. In some cases, a Local Area Network (LAN) technician needs to visit a site to resolve issues. The following District approved network devices are supported at schools:

- Routers
- Switches
- Wireless Access Points
- Cabling and wall jacks
- Network equipment installed by the District in the Main Distribution Frame (MDF), Intermediate Distribution Frame (IDF), and Local Distribution Frame (LDF)

### RADIOS

Two-way radios provide daily, reliable campus and District-Wide communications to aid schools in effective management of students, staff, and visitors during campus events and emergencies. For detailed instructions on radio maintenance and support, please see REF-6343.1: *School-Based Radio Systems* and visit <http://achieve.lausd.net/radiounit>.

### DONATED TECHNOLOGY EQUIPMENT

Service for donated technology, such as computers, peripheral equipment, and other technology devices is provided on a case-by-case basis, if it meets the same technical specifications required under the District's master contracts. A lower priority on repairs of donated equipment may be assigned.



## LOS ANGELES UNIFIED SCHOOL DISTRICT REFERENCE GUIDE

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### SCHOOL SITE TECHNOLOGY SUPPORT POSITIONS AVAILABLE

Currently, dedicated funding is not provided to schools for site-based technology support staff. However, many schools fund a technology support position. The following classified positions are recommended to provide site-based support:

#### Full-time or Part-time positions:

Information Technology (IT) Support Assistant (Class Code 1083)

Information Technology (IT) Support Technician (Class Code 2210) – Formerly called Microcomputer Support Assistant (MCSA)

#### Part-time interns:

IT Intern – High School (Class Code 3870)

### MyTECH – ONSITE DEDICATED TECHNOLOGY SUPPORT

Schools and offices may participate in the *MyTech* program and arrange for onsite dedicated technology support. The *MyTech* program is designed to provide schools and offices with proactive support and routine maintenance. The support may be either “as needed,” or scheduled at regular intervals (e.g. monthly, weekly). In addition to the services listed in this reference guide, the school’s *MyTech* will also be able to:

- Perform equipment disconnects, reconnects, and relocations within ITD and District guidelines
- Setup and modifications of computer, mobile, and printer systems,
- Software installations
- Server setup and maintenance
- Data migrations
- Computer backups

The *MyTech* also serves as a single point of contact for technology-related support calls received by the IT Helpdesk, including the following:

- Network
- PA/Intercom
- Intrusion Alarm
- Telephone
- Surveillance System

To request onsite technical support, visit <http://helpdesk.lausd.net> and open a request for “Site-Funded Onsite Technician.”

### ESCALATION, COMPLAINT, AND FOLLOW-UP PROCEDURES

To follow up regarding the service provided, please contact the IT Helpdesk at <http://helpdesk.lausd.net> or call (213) 241-5200. Please have the reference number available.





## LOS ANGELES UNIFIED SCHOOL DISTRICT REFERENCE GUIDE

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To escalate an issue or to report dissatisfaction with the service, please call (213) 241-5200 and ask to speak with an IT Customer Support Supervisor. Please have the reference number available. The staff is available to provide customer service and assist with customer concerns.

Technology issues can also be escalated to the ITD Liaisons, who serve as a point person in each Local District. While ITD Liaisons report to ITD, they are located at each Local District Office and work closely with Local District administrative teams.

The ITD Liaisons are available to work with principals and administrators to aid in the development and optimization of the schools' technology plans. Additionally, the ITD Liaisons perform analysis on IT-related support incidents for school sites, coordinate large scale repair efforts, identify trends, and expedite service delivery in order to minimize the number of IT related issues at schools.

For a current list of ITD Liaisons, please visit <http://achieve.lausd.net/Page/11882>

### RELATED

#### RESOURCES:

BUL-5459.0: *Acceptance of IT Technical Systems for Maintenance*

BUL-1158.2: *Accounting for Supplies and Equipment Purchases*

BUL 999.11: *Responsible Use Policy (RUP) For District Computer and Network Systems*

MEM-4170.5: *Computer Site Inventory*

REF-6343.1 *School-Based Radio Systems*

#### ASSISTANCE:

A current list of support operating systems and other technical support information is available at the IT Helpdesk website at <http://helpdesk.lausd.net>

For additional support, contact the IT Helpdesk at (213) 241-5200 or use our self-service (<http://css.lausd.net>) and chat (<http://chat.lausd.net>) options available at <http://helpdesk.lausd.net>

Frequently Asked Questions (FAQs)

<http://achieve.lausd.net/site/Default.aspx?PageID=285>

For District approved vendor information, Please contact the Procurement Services Branch, Vendor Services Unit at (562) 654-9404.