**Technical Support Restructuring**

**Background/Story**

* Current chargeback model contributes to inconsistent levels of support across IUSD (ranging from “as needed” support to 20 hours dedicated per week).
* 95% of sites have transitioned to PC Services for their primary source technology support. Over half of our sites pay for additional hours beyond what is covered in their LAN Allocations. These resources often come from PTA donations and therefore mirror other inequities across IUSD.
* The number of devices (desktops, laptops, iPads and Chromebooks) has grown from about 7,500 to 22,000 since 2010.
* As infrastructure issues are addressed, we expect rapid growth in technology use to continue.
* Availability of onsite support was raised as an issue by principals, teaching staff and students as part of the LCAP development process.
* Inconsistency in allocations has contributed to a lack of clarity of expectations of IT and the PC Services role.
* Both through research and our own survey results, we know that availability of quality support directly impacts effective integration of technology in instruction.
* Additional resources and coordination are needed to provide coverage for absences and support large projects.

**2016-17 Model**

* Beginning in Fall 2016, each elementary, middle and K-8 will receive a standard number of hours of support of an IT technician based on enrollment. This model will replace the LAN Admin Allocation. However, school sites will be provided $1,000 to use for stipends/extra hours for other technology needs at the site.

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| --- | --- | --- | --- |
| **School Type** | **Enrollment** | | |
| <700 | 700-899 | 900+ |
| Elementary | 12 | 14 | 16 |
| Middle/K-8 | 14 | 16 | 16 |

* Considerations of the Model:
  + Our goal is to provide consistent, adequate baseline support allocation for all sites.
  + Set aside time for travel, projects and professional learning for PC Services Staff – reduce “shorting” sites’ hours for needs we can and should anticipate.
  + Additional support to provide coverage for extended absences and augmented support for large projects or urgent issues.
  + Lead positions to assist with project coordination, standards evaluation and adoption, management systems and coaching/mentoring technicians.
* Improved Help Desk system to augment support with self-service resource, automated routing of tickets, and monitoring/escalation of issues.