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SSD Technology Support Request Policy

Purpose: This policy governs the process for submitting and handling technology support requests including requesting quotes for technology, within the Louisiana Special School District (SSD) to ensure efficient and effective technical support and services for the district's operations.

Scope: This policy applies to all divisions and departments within the SSD and outlines the procedures for initiating technology support requests, requests for additional technology/computers (e.g., software or printers) to include requests for technology quotes and the responsibilities of both the requester and the I.T. Department.

Procedure:

1. Submission of Technology Support Requests:
 - a. All non-emergency technology requests must be submitted in the Eduphoria Help Desk Ticket Application.
 - b. HelpDesk requests for I.T. support, services or quotes can only be requested by the Executive Director or their designee
 - c. Email, phone or oral requests are only permissible in emergency situations and must be followed up with a written request as soon as possible.
2. Content of Technology Service Requests:
 - a. Technology support requests must include:
 - i. Priority level (low, medium, or high);
 - ii. Name of requestor and contact information;
 - iii. Locations such as building and room number

iv. A concise description of the issue and assistance required.

3. Acknowledgement and Assignment:

a. Upon receipt of a technical support request, the requestor will have a ticket number sent to their SSD email account directly from the Help Desk application.

4. Follow-Up and Communication:

a. If the request is deemed valid, the I.T. Department will assign a specific technician to complete the request.

b. If the request is not deemed valid, or additional information is required, the ticket may be closed or more information may be requested.

5. Resolution and Closure:

a. The I.T. Department will work diligently to address the request within a reasonable timeline based on the complexity of the request.

b. Upon resolution of the support request, the assigned technician will communicate the outcome to the requester by closing the Help Desk Ticket.

Compliance: All staff members involved in the technology support request process are responsible for adhering to this policy. Non-compliance may result in delays in processing technology support requests.

Review: This policy shall be reviewed periodically to ensure its effectiveness and compliance with relevant laws, regulations, and operational needs of the SSD.

Effective Date: This policy is hereby enacted 08/25/2024