

TECHNOLOGY SERVICE & PURCHASING

Service:

For service on computer or network issues, please submit the service request to the Information Systems Center in any of the following three ways:

1. ServiceDesk software – ServiceDesk is web based and can be accessed from any of the District computers. The service ticket will be assigned to a technician. (Access from outside the District is available at ServiceDesk.mcpsmt.org:8080. A District logon and ServiceDesk logon will be required.
2. E-Mail the [Helpdesk](#) with a description of the problem. The ISC helpdesk will then generate a Helpdesk ticket and assign it to a technician.
3. Call the District Helpdesk (extension 7777) and describe the ticket to the attendant or leave the description in a voice-mail message. A Helpdesk ticket will be generated and assigned to a technician.

Technology Purchasing:

To purchase technology equipment and software, requests must be submitted through the Helpdesk web page where the request forms are located.

- **Hardware Requests** – Hardware requests to be submitted include larger items that require district level approval before purchasing. Such items include additional computers or replacement computer related equipment not covered by the district replacement plan, ceiling mounted projectors, Interactive white boards, document cameras and student response systems. In general, if it connects to a computer, submit a request for purchase.
 - **Submit Requests** – Request forms are found on the Helpdesk web page at <http://helpdesk:8080//HomePage.do>
 - Use the **New Request** dropdown list and select **Purchase Request-Hardware**
 - Complete one form for each type of item requested. Click the Add Request button to submit each request. You should receive an e-mail verifying the request submission.
- **Software Requests** – Software requests include any computer software or subscriptions to web sites. Software will be reviewed for ties to current district curriculum and reviewed for compatibility with existing hardware. Minor upgrades to software should be submitted to the Helpdesk **but** major upgrades or version changes need to be submitted for review and hardware compatibility checks. Web subscriptions will be evaluated for ties to current curriculum and impact on available bandwidth with full class usage.
 - **Submit Requests** – Request forms are found the Helpdesk web page at <http://helpdesk:8080//HomePage.do>
 - Use the **New Request** dropdown list and select **Purchase Request-Software**
 - Complete one form for each type of item requested. Click the Add Request button to submit each request. You should receive an e-mail verifying the request submission.

NOTE: Supply items do not require a request prior to purchase. Supply items include printer ink and toner cartridges, CD/DVD recordable disks, flash drives, headphones, microphones, audio cables, replacement batteries, etc.