Department Overview
- **Chief Technology Officer**
- **Technical Services Director**
  - Tech Support Supervisor, Technicians & Specialists (12)
  - A/V Tech Support (3)
  - Network/Systems/Telecom (7)
- **Information Services Director**
  - PEIMS (2)
  - Focus/Gradebook Support (3)
  - Database Staff (5)
- **Instructional Technology Coordinator**
  - Elementary Specialists (3)
  - Secondary Specialists (3)
  - Professional Development/Training (1)
- **Student Demographics Director**
  - Boundaries
  - Online Enrollment
- **Project Manager**

Help Desk (594-0212)
- Service Hours: 7 a.m. to 5 p.m. Contact by phone or by entering a work order
- Note that technology issues cannot be addressed unless a work order has been entered
- **Help Request** – Response within 24 hours; Resolution target is 7 working days or less
- **Service Request** - Resolution is dependent on the actual request

Email (Outlook)
- Available from Web Client, Desktop Client, or on individual's phone
- Phone setup instructions are available on the iGuide
- Emails are archived for one calendar year
- Inbox size is limited and not intended as file storage; be sure to clean up inbox on regular basis

File Storage (Network Drives)
- Each user has a home folder for file storage (H:)
- Users also have access to shared folders on the "S" drive dependent on job responsibilities
- All users have access to the PISD Public folder so anything in this folder is viewable by all; PISD Public Folder is not a permanent folder and is cleared out annually
- Use Efiles (https://efiles.pfisd.net) to access files saved to the network when outside of the district

Printers
- Lab printers and the main library printer, (not including toner, consumables) are supported/replaced via Technology
- All other campus printers are supported, however replacements are not automatically approved; consideration is given to location and need.
- Approved replacements are funded by the campus/department

Copiers
- Ricoh Copiers are located on every campus with standard locations in the Workroom and front office area. Other locations are dependent on campus layout and enrollment numbers
- Copy allotments are assigned based on job codes; not on an individual basis
- Users receive allotments per semester; allotments roll over from between semesters
- Users can transfer funds to one another (see iGuide for Papercut instructions)
- Generic badge to be used at the campus' discretion (PTO use, volunteer use, etc.)
- **Use the Copy Center for large print jobs**

Hardware & Software
Hardware
- Computers/laptops/iPads are replaced as part of the District Replacement Cycle.
- Any additional computers, laptops, or iPads are funded at the campus level
- Quotes are available on the Dell Premier Site for standard district technology.
- Submit a Service Request for assistance in obtaining quotes for other non-Dell technology

Software
- Service Request Required – Software Approval Ticket for New Software Requests
- Reviewed by Technology for support/expected function and by Curriculum for instructional value and integration
- Once approved the software may be purchased via campus funds/department funds
- Software that is already district approved, and does not have a license cost associated, is located under the "Install Software" icon on the desktop

Technology Moves
- Service Request Required – Move Request. Please do not move technology on your own unless directed to so do by Technology. Technology Inventory tracking is based on location.
- Tech Services will not move computers, printers, or network drops without campus administrator approval. Approved additions/moves of network drops are funded at the campus level

Campus Funded Technology Repairs/Parts
- Repairs for broken/damaged screens on computers, laptops, iPads
- Batteries for student devices
- Projector Bulbs – recommend having 3-5 bulbs on hand.

Instructional Technology Links
- iGuide – https://sites.google.com/pfisd.net/iguide
- **Clever Portal** - click the "Butterfly" icon on the laptop desktop (https://tinyurl.com/pfisdclever)
- Curriculum Integrations - https://tinyurl.com/pfisdintegrations
- Instructional Technology Services - https://tinyurl.com/pfisditservices

Focus (https://focus.pfisd.net)
- Student Information System
- Gradebook, Parent/Student Portal
- District Data Reports