

Title: **TECHNOLOGY REQUESTS**

Adopted: October 17, 2018

Revised: April 2020

PURPOSE

The purpose of this procedure is to ensure that staff requests for software, hardware or peripheral are reviewed and responses made back to the staff member in a timely manner. These documents will be reviewed by the Technological Education Lead Teacher (TELT), educational assistant (IT) and Principal/Vice-Principal, as appropriate.

PROCEDURES

Equipment or software repair:

1. The staff member must login using their Bloorview Gmail account and complete the Google Form entitled "[Bloorview School Help Desk](#)" (see attached) describing the technology issue, software to be installed and/or an app to be downloaded. Both the TELT and educational assistant (IT) have access to this digital form and will remedy the technology issue within one week.
2. The Google Sheet generated from the Form will track the requested repairs and document if a piece of equipment is being repaired too often, a long-term solution can be put in place.
3. If a staff member has not received a remedy to the repair request within a week, they may follow up with the TELT, educational assistant (IT) and/or Principal/Vice-Principal.

Purchase of software/apps:

4. The "[Bloorview School Help Desk](#)" Google form must be completed, including a brief explanation of why the software or app is required, what benefit it will be to the students or staff, the estimated cost, supplier etc. The request will be reviewed within a week by the TELT, education assistant (IT) and/or the Principal/Vice-Principal. The staff member will be notified no later than two weeks after the request if/when the software/app will be purchased and installed. As appropriate, the request may be presented to the Technology Committee for broader input.

Purchase of additional equipment/peripheral

5. If a staff member wishes to request the purchase of new or additional equipment or peripheral for use with their current equipment, the "[Bloorview School Help Desk](#)" Google form must be completed, including a brief explanation of why the equipment/ peripheral is required, what benefit it will be to the students or staff, the estimated cost, supplier etc. The request will be reviewed by the TELT, education assistant (IT) and the Principal/Vice-Principal and then presented to the Technology Committee for broader input.

Bloorview School Help Desk

Kindly complete this form when you require technical assistance with a computer, ipad, Promethean Panel or another device that is not working OR to request software. Please submit one request per computer or device. Tickets will be resolved within a week.

* Required

1. Your Name: *

2. Report a problem: *

Mark only one oval.

- Reset Google Password
- Hardware related (e.g., Promethean board, laptop, Chromebook, iPad)
- Software or app related
- Network connectivity
- Printer related
- Peripheral devices (e.g., mouse, keyboard)
- SEA Claim
- Other: _____

3. Computer Number(blue sticker on computer) if available:

4. Description of issue or request: *

5. Feel free to upload a screenshot of the issue, if available.

Files submitted: