Indicators of Digital Readiness

Indicator	**Process for Adequate and Responsive Technical Support**
Element	**Technology Support and Services**
Priority Level	**P2**
Organizational Level	**District**

Description of the Indicator

With more and more technology being introduced into NJ school districts, having not only a network infrastructure but a support infrastructure is vital. Technology is only effective when operating at peak performance, and to assure such performance, a technical support system must be put in place to assure proper return on the investment. Technology goes beyond the classroom walls and also is an underlying pillar of district operations, where support is also of significant importance.

Why is this indicator important?

The underlying support systems of a district are vital. No different than an effective Buildings and Grounds staff to assure the school is repaired and clean, the district must have an effective Technology Staff to ensure equipment is functioning properly. Tools will only be utilized if they work properly, and with technology having transitioned from a "special occasion" in the classroom to ubiquitous, effectiveness is not an option. The notion of "hiring a tech guy" is no longer enough - an effective process for support, including expectations and accountability are vital for success.

Indicator Rubric

Insufficient Evidence of Implementation **(0 Points)**	● Technology Support Organization has met and start is formulating written plan for support
Foundational Stage of Implementation **(2 Points)**	Evidence is provided for all previous rubric levels, as well as: ● A Technology Support plan is in place and is in the process of rollout
Achieving Success in Implementation **(4 Points)**	Evidence is provided for all previous rubric levels, as well as: ● A Technology Support plan is in place and is rolled out to all district staff
Exemplary Success in Implementation **(6 Points)**	Evidence is provided for all previous rubric levels, as well as: ● A Technology Support plan is in place and enabled service feedback ● Evidence of responsive service

Who in the school/district should lead and be involved with this indicator?

- Building Administration
- IT Personnel
- Operational Personnel
- Faculty
- Library Media Specialist
- Technology Integration Staff (coaches, specialists, etc…)
- Students

How to execute the indicator

When establishing a process for the technology support organization, a district must first establish the purpose of the organization and their respective expectations. These expectations translate into categorizing various needs and levels of support, then establishing acceptable response and resolution times for these needs. These expectations, response and resolution times are called Service Level Agreements, or SLAs. After establishing SLAs, the organization must develop a process for assuring the SLAs can be met. After a process is determined, the proper resources (human and technical) must be implemented to enable the process to be fulfilled. Finally, assure the district community is aware of these expectations.

Below is an outline of execution

1. Establish purpose and expectation of organization
   a. Clearly define mission of Technology Support Organization
   b. Establish items Technology Support Organization is to support
   c. Establish items Technology Support Organization does not support
2. Categorize needs and expectations
   a. Define types of issues (i.e. Network down, classroom down, individual down, individual needs guidance)
   b. Determine reasonable response times
   c. Determine reasonable resolution times
   d. Establish a method of assuring these Service Level Agreements are being met
3. Implement appropriate human and technical resources
   a. Based on infrastructure, number of devices, and number of people supported, determine adequate staffing levels to assure SLAs can be met
   b. Procure necessary technical resources to assure process can be fulfilled (physical tools, help desk ticketing system)
4. Communicate the Technology Support Organization mission and SLAs to district community

Evidence to submit for successful execution of this action

Evidence to be submitted should be two-fold:

1. A detailed explanation of the district's process for supporting their respective instructional and operational technology needs. All four steps outlined above should be addressed in this explanation
2. Testimony to the success of the Technology Support Organization. Evidence in this regard should come from students, teachers, support staff and administration may include either:
   a. Survey results which indicate level of satisfaction with the process and outcomes of Technology Support Organization
   b. Written narratives from at least 3 members of each group noted above, indicating their level of satisfaction with the Technology Support Organization, citing a specific example or two.

Resources schools can use to complete this action successfully

- CoSN Framework for School System Technology Success
- How Do Service Requests Get Into Your System?
- Very Generic SLA Template
- Writing SLAs - Response and Resolution Times

Certified Schools Exemplars

1. **Bayshore Middle School, Middletown Township Public School, 2018 Silver Certified**

   At the Middletown School District we believe that having technology function at its best performance is essential in creating

a culture that fosters innovation for all of our students and staff. To best support our staff and students we utilize a Technology Support Plan that provides a mission statement that outlines how our school district provides continuous support for each building. Part of providing adequate and responsive technical support to our district is to have a flowchart that outlines how our technical support team is responsible for implementing timely responses so instruction is not interrupted. Our staff recognizes our continued effort to support each building which can be documented through our staff testimonials. Our online Helpdesk support system is essential in creating a consistent way to identify issues that require technical support and documents the timely response from our technical team.

2. **Marlboro Middle School, Marlboro Township Public Schools, 2018 Bronze Certified**

Marlboro Township Public Schools/Marlboro Middle School provides technical support that is supportive and responsive to stakeholder needs. Technology requests and tickets are able to be submitted in a user friendly manner ('MTPS Tech Support Site'). Technology surveys ('Student Educational Tech Survey' and 'Back to School EdTech Survey') help to keep such technology at the forefront of all the district initiatives. Also, turnkey trainers in the district help to educate staff and parents alike on the various opportunities offered within the district ('Turnkey Training Posting').

3. **Woodrow Wilson Elementary School, New Brunswick Public Schools, 2018 Bronze Certified**

New Brunswick Public Schools technology department is dedicated to providing rapid and effective technical support to Woodrow Wilson and all NBPS technology users. To provide this, tech support is available in the building and available at Central Office via the IT Help Desk application. Teachers have received frequent guidance on how to access these resources.