

Willits Unified School District

Technology Department

Jennifer Maples, Director of Technology X 1105
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Vision

To enhance student achievement in the classroom and beyond with the increased advancement of educational technology, while providing professional support to all Willits Unified School District staff.

Mission

Providing seamless technology innovation needed for student success, building strong relationships with leaders, and accommodate all staff with progressive tools.

Technology Department Service Catalog

Service	Description	Estimated Delivery	Contact	Charge to
New Employees				
New Classified Office Staff setup	Phone extension reset. setup and access to office Xerox Scanner	72 hours after notification from HR	Enter an IT work order request. http://10.186.16.20	No Charge
New Employee Email	All employees new to WUSD will have a email issued.	72 hours	Laura Sleeper, Human Resources laurasleeper @willitsunified.com	No Charge

All New Classified Office Staff Account setup	Set up an Aeries Account, Aesop, Escape.	72 hours after notification from HR	Enter an IT work order request. http://10.186.16.20	No Charge
New Credentialed Employee Classroom setup	Laptop, connection to classroom printer, phone extension reset and HDMI check.	72 hours after notification from HR	Enter an IT work order request. http://10.186.16.20	No Charge
All New Certificated Staff Account setup	Set up an Aeries Account, Aesop.	72 hours after notification from HR	Jennifer Maples jennifermaples@willitunified.com	No Charge
Software and Applications				
Microsoft 2010	All WUSD Computers run Microsoft 2010. If your computer is not running Microsoft 2010, please put in a tech ticket to be upgraded.	48 hours after notification	Enter an IT work order request. itdept@willitsunified.com http://10.186.16.20	No Charge
Read 180, Delta Math, Clever Accounts	When inquiring about access, please email the DoT with a current class roster including students first and last name, lunch number, grade level, teacher's name, school site and name of program.	48 hours after notification	Jennifer Maples, Dir of Tech jennifermaples@willitsunified.com	No Charge
Software Installation	Please consult the IT Department before purchasing any software prior to buying it. Department needs to make sure current equipment is compatible with software.	48 hours after notification	Enter an IT work order request. itdept@willitsunified.com http://10.186.16.20	No Charge

Google Apps and Extensions	Please consult IT department before buying or installing a Google application and or extention. Some applications are not appropriate and or compatible with other required applications.	48 hours after notification	Enter an IT work order request. itdept@willitsunified.com http://10.186.16.20	No Charge
Passwords				
Student Google Passwords	Students Google account passwords will need to be reset at each school site. School Site secretary has access to resetting these accounts.	24 hours after notification	Contact your site secretary	No Charge
Student Aeries Portal Passwords	Students have access to reset passwords. Site Secretaries have access to resetting passwords. If technical issues arise, please email DoT. Provide Student perm ID only with problem.	For Technical Problems 24 hours after notification	Contact your site secretary	No Charge
Teacher Aeries Portal Password	Site Secretaries have access to resetting passwords. If technical issues arise, please email DoT.	For Technical Problems 24 hours after notification	Contact your site secretary	No Charge

Read 180, Delta Math, Clever Accounts	Director of Technology will reset program passwords on request.	24 hours after notification	Jennifer Maples, Dir of Tech jennifermayles@willitsunified.com	No Charge
Technology Donations				
Technology Donations	Technology Department must approve any technology being donated from an outside source. Prior approval is needed.	5 days to evaluate donated items prior to accepting. Please provide all specs.	Enter an IT work order request. itdept@willitsunified.com http://10.186.16.20	No Charge
Technology Donations (from new purchases)	Prior approval before purchases are made through Donors choose, PTO, or Educational Foundation. Technology must be compatible with existing network/Infrastructure.	5 days after notification to provide quote.	Enter an IT work order request. itdept@willitsunified.com http://10.186.16.20 Please indicate specifics on donation wish list.	No Charge
Classroom/Office Space Reconfiguration				
Classroom Reconfiguration	Before changing your classroom setup, IT staff must be notified to prevent technology issues. IT staff will come to evaluate classroom reconfiguration and provide options.	48 hours after notification to conduct evaluation. Up to 10 business days to complete.	Enter an IT work order request. itdept@willitsunified.com http://10.186.16.20	No Charge

New Classroom Setup evaluation	IT staff will evaluate and provide options to a new classroom configuration. This must be completed before hand to ensure all technology will function properly.	48 hours after notification to conduct evaluation. Up to 10 business days to complete. Additional equipt may be needed.	Enter an IT work order request. itdept@willitsunified.com http://10.186.16.20	No Charge
New Office Setup Evaluation	IT staff will evaluate and provide options to a new office configuration. This must be completed before hand to ensure all technology will function properly	48 hours after notification to conduct evaluation. Up to 10 business days to complete. Additional equipt may be needed.	Enter an IT work order request. itdept@willitsunified.com http://10.186.16.20	No Charge
Dual Monitor Setup	IT staff will evaluate and provide options to a new office configuration. This must be completed before hand to ensure all technology will function properly	48 hours after notification to conduct evaluation. Up to 10 business days to complete. Additional equipt may be needed.	Enter an IT work order request. itdept@willitsunified.com http://10.186.16.20	No Charge

Chromebook Services				
High School Student Chromebook Check out	Chromebook will be issued with case on the completion of a Chromebooks/Student Technology Use Form.	24 hours after notification	Enter an IT work order request. itdept@willitsunified.com http://10.186.16.20	No Charge
Middle School Student Chromebook Check out	Chromebook will be issued with case on the completion of a Chromebooks/Student Technology Use Form.	24 hours after notification	Enter an IT work order request. itdept@willitsunified.com http://10.186.16.20	No Charge
Chromebook Insurance claim	Please have students and or Media Center Specialist submit a repair request. Form can be accessed at this link. https://goo.gl/mpHZKz	24 hours after notification	Submit Chromebook Repair Request https://goo.gl/mpHZKz	No Charge

Chromebook Repair	Please have students and or Media Center Specialist submit a repair request. Form can be accessed at this link. https://goo.gl/mpHZKz	24 hours after notification	Enter an IT work order request. itdept@willitsunified.com http://10.186.16.20 and submit Chromebook Repair Request https://goo.gl/mpHZKz	Complete Replacement- 250.00 Screen - 50.00 Keyboard/Touchpad- 52.00 Hinge- 15.00 Power Cord- 17.00 Case replacement -20.00
Audio Visual setup Services				
Guest Speaker Presentation Services	Technology Department will provide services and equipment to setup presentations.	72 hours after notification	Enter an IT work order request. itdept@willitsunified.com http://10.186.16.20	No Charge
Technology Service and Repair				
Computer Repair	Technology Department will access the issue and make repair and/or recommendation of equipment needed for repair.	24 hours after notification	Enter an IT work order request. itdept@willitsunified.com http://10.186.16.20	No Charge for service. Intentional damage and/or caused by student there will be a replacement cost associated with damage.
Printer Repair	Technology Department will access the issue and make repair and/or recommendation of equipment needed for repair.	24 hours after notification	Enter an IT work order request. itdept@willitsunified.com http://10.186.16.20	No Charge for service. Replacement cost will be charged to school site. Approx - \$150

Projector	Technology Department will access the issue and make repair and/or recommendation of equipment needed for repair.	24 hours after notification	Enter an IT work order request. itdept@willitsunified.com http://10.186.16.20	No Charge for service. Replacement bulbs are replaced at no cost. *Note - Projectors will not be replaced. 65inch Flat screens will be replacing Projectors. TV cost will be charged by school site. Approx -\$700
Ipad	Technology Department will access the issue and make repair and/or recommendation of equipment needed for repair.	48 hours after notification	Enter an IT work order request. itdept@willitsunified.com http://10.186.16.20	Ipad replacement cost will be charges by school site. Approx - \$400 District is no longer providing Ipads
Document Camera	Technology Department will access the issue and make repair and/or recommendation of equipment needed for repair.	24 hours after notification	Enter an IT work order request. itdept@willitsunified.com http://10.186.16.20	No Charge
Speakers	Technology Department will access the issue and make repair and/or recommendation of equipment needed for repair.	24 hours after notification	Enter an IT work order request. itdept@willitsunified.com http://10.186.16.20	No Charge