

Mt. Diablo Unified School District Technology Support

Please refer to the following charts to determine the person or department to contact for assistance in your technology support needs.

Question	Description	Contact
E-rate	Questions relating to E-rate grants, applications and implementation projects	Joe Estrada
District Forms	Creating district forms, installation, distribution, support for OmniForm program	TIS Help Desk
E-mail	Setting up of accounts, support and training	TIS Help Desk
FTP Access	Setting up of accounts, support and training	TIS Help Desk
Networks	Advice and planning assistance	Jim Morrison

Question	Description		Contact
Repair of Classroom Computer Hardware	Macintosh	<ul style="list-style-type: none"> • Under 3-year Warranty – • Meets current District Donation Standards – • Limit of \$ 250 • Other – No support – Local site responsible for repairs or replacement 	Vendor CCCOE Repair Service
	P.C.	<ul style="list-style-type: none"> • Under 3-year Warranty – • Other – No support – Local site responsible for repairs or replacement 	Vendor

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Question	Description	Contact	
Repair of Admin. Computer Hardware	Macintosh or P.C.	<ul style="list-style-type: none"> • Under 3-year Warranty – • Other – Local site responsible for parts and/or replacement costs 	TIS Help Desk

Question	Description	Contact	
Repair of Printers	InkJet Printers	No district support – Local site responsible for repairs or replacement	
	Laser Printers	<p>Classroom - No support – Local site responsible for repairs or replacement</p> <p>Administrative – Support provided by TIS – Local site pays parts and materials</p>	TIS Help Desk

Question	Description	Contact
Obsolete Computers and Printers	<ul style="list-style-type: none"> • Pick-up and disposal of obsolete and non-repairable computers, monitors, keyboards and printers 	Warehouse - Use Pickup /Delivery Form

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Question	Description	Contact	
Network Support	Admin.	Support, troubleshooting and repair provided	TIS Help Desk
	Instruct- ional	<ul style="list-style-type: none"> • Support, troubleshooting and repair advice provided • Repair provided by outside vendor in cooperation with TIS – Local Site pays expense 	TIS Help Desk

Question	Description	Contact	
Support of Classroom Instructional Software	Macintosh	<ul style="list-style-type: none"> • Software evaluations • Software Purchasing recommendations • Training 	Administrator Instructional Technology
	P.C.	<ul style="list-style-type: none"> • Software evaluations • Software Purchasing recommendations • Training 	Administrator Instructional Technology

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Question	Description	Contact
Tech Plans	<ul style="list-style-type: none"> • Development of the district technology plan • Assistance with the development of local site technology plans 	Administrator Instructional Technology

Question	Description		Contact
Web Pages	District	Development and maintenance of the District Web page	District Web master
	School	<ul style="list-style-type: none"> • Assist with development of school Web pages • Provide training in Web page development 	District Web master

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Question	Description	Contact
Educational Technology Leadership and Support	<ul style="list-style-type: none"> • Site Support Mentor Program • Basic troubleshooting, and Educational Software support for Sites • ‘Best Practices’ dissemination • Assistance with Technology Grant acquisition • Curriculum development and support • Curriculum integration • Development and presentation of training classes • Development of student, teacher and administrator technology standards • Educational hardware and software evaluation 	Administrator Instructional Technology