

Hardware Guidelines

Donated hardware

It is common for the school district and individual schools to be offered a donation of computer equipment. Iron County School District does not discourage donations. However, due to the limited time and resource constraints along with compatibility issues, all donated computer hardware must be approved through the district technology department prior to receiving. All donated hardware must meet minimum hardware requirements (refer to hardware requirements) and be approved by District technology department to be supported. All equipment must be in working condition and must come with the licenses and copies of the software to be used.

Printers

Choosing the wrong printer can cause wasted time and resources. Iron County School District will purchase only laser printers. Laser printers are built to handle large quantity printing and are very durable. Inkjet printers will not be supported by the district technology department. All repairs on inkjet printers will be the responsibility of the owner of the printer. Please refer to the Hardware requirements to view the types of printers that are supported by the district technology department. Any purchasing of printers other than those listed on the Hardware requirements must first be approved by the district technology department.

Hardware Purchasing Process

All computer hardware purchases, whether it be from district, school, or a teachers own budget, must be approved before purchase. The approval process for hardware must follow this process.

1. Specify: Determine what hardware is needed. If you are unaware of what hardware is needed then you will need to determine how much money is available and what you want to accomplish with it.
2. Justify: Prepare an explanation for the reason the hardware is needed.
3. Notify: Contact your principal and school tech rep or committee member responsible for purchasing, for approval and give them your information to have approved by the District tech team (This step is important because it is very difficult for the district committee to receive requests from the various employees of the district).
4. The school tech rep or committee member will contact the District tech committee for final approval of the hardware.

Items that will not follow this process are the consumable items (CD-R, CR-RW, DVD-R, zip and jaz disks, printer cartridges, etc). These types of items will be left up to the individual or school to purchase.

Currently all teachers and staff, other than vocational business computer labs, will use Apple computers. This policy will remain as is without deviation until deemed necessary to change by the district technology team. Those that

purchase or have workstations other than an Apple Macintosh will be required to support their own hardware.

Laptop use

The purchase of laptops will be reserved for the mobile employees in the district. The school principal and the district technology department will determine the need for Laptops in a school.

Great care must be taken when transporting laptops. Laptops should always be transported in a laptop carrying case or briefcase with adequate padding. A laptop cannot be dropped at a height over one inch (even if protected in a carrying case) and still function well. Laptop screens must never have any force applied directly on them. Laptop AC adapters usually wear out or are broken easily if they are not handled with care. Laptop batteries should be stored fully charged.

Great care must be taken to protect all data on laptops. All laptops need to be password protected either through the operating system or through the hardware startup to prevent unauthorized users from accessing sensitive data. All laptops need to have virus protection installed and active to prevent acquiring or unknowingly transporting viruses back to school or district. CDs should not be left in laptops when transporting them.

All District owned laptops are for school use, and should be treated as such. This includes only having district authorized and district owned software and hardware installed on laptops.

Back of Room Computers (BoR)

If a classroom has BoR computers they can stay until service is necessary. They will not be supported if they do not meet the minimum standard for hardware according to policy guidelines (refer to the donated hardware section of guidelines). An older BoR computer **cannot** be exchanged for a slightly newer computer. If a teacher requests BoR computers, they must propose how the computers will assist teaching the standards and core curriculum to their respective principal. The principal must support the proposal for the request to continue. Adequate power, furniture, and space must be available. The district tech team will determine if there is equipment and resources available to set up and support. Set up of a BoR computer will be lowest priority for district tech team.

Teachers who have BoR computers from grants will fall under this policy.

Personal Equipment

All personally owned equipment is the responsibility of the owner. No personal equipment will be supported by school tech reps or by the district technology

department. In some cases, personal equipment may need to be removed from the school site if it is found to cause support issues with school owned equipment.

Signing out equipment

The primary use of district owned computer equipment is for school use. Checking out computer equipment during summer break and/or school breaks is discouraged. If it is necessary to check out computer equipment in order to work on school related projects, an equipment release form must be obtained and signed by both the school principal. Any individual checking out district owned computer equipment will be liable for it in case of damage or loss.

Use of consumable items such as CD-R, CD-RW, DVD-R

All consumable items such as CD-R, CD-RW, DVD-R, Zip disks, etc. are intended for and should solely be used for school related projects. Any personal use of such items is prohibited. All consumable items used for personal use must be purchased by the individual not the school.

UPS/Battery Backup

UPS stands for Uninterruptible Power Supply. It is an important piece of equipment, which serves to protect other equipment from power surges, spikes or brownouts. There are several basic rules to using a UPS.

1. Equipment that draws excessive amounts of power beyond the VA rating of the specific UPS should not be plugged into said UPS.
2. Equipment such as fans, heaters or items with motors such as laser printers, air conditioners and kitchen equipment should never be plugged into a UPS.
3. A UPS should never be plugged into an outlet without the grounding prong.
4. Other UPS, or surge bars should never be plugged into a UPS.
5. Just as with a standard outlet, never overload the UPS with excessive amounts of equipment. See your UPS specs on what it allows.
6. Batteries are good from two to four years typically. Never leave a UPS discharged for longer than a day. If it does discharge let it charge completely, before resuming use.
7. New UPS equipment should be fully charged before being placed into operation.
8. Most UPS come with interchangeable batteries. If a battery is dead and can no longer hold a charge, contact the district technology department for battery replacement or proper disposal.

Repair & maintenance procedures

To provide the district and schools with a high level of support, this procedure must be maintained and followed.

Basics Steps to perform: Most computers or technology devices require power, and should be checked and double-checked to make sure they are getting adequate power from a wall outlet or surge bar. Electronic equipment usually has a small red or green power light; make sure this is

on. Most devices also require connection to another computer, and therefore should be checked and double-checked to make sure all cables are securely connected. If these two steps fail to revive or fix the problem device, try to track the problem by trying a similar device on the computer system, or try other good power cords or connection cables on the technology device. Restarting a computer or technology device may fix some problems.

Repair procedure: When computers or other technology items need repair or maintenance, the first step is to perform all basic steps stated above. The second step is to contact a building level technology specialist or principal. The technology specialist or principal of the building will determine if the item should be sent to the District Technology Office for hardware repair, or if a trouble ticket needs to be generated on the district system. The technology specialist or principal may contact the district technology team for help in determining the status of a computer or technology device.

Procedure for sending repairs to the District Technology Office:

1. The building technology specialist and principal must check all computers and technology devices before sending out of the building for repair.
2. A trouble ticket needs to be generated on the district system.
3. Print the ticket out and secure to the device.
4. Smaller items such as keyboards and mice still under warranty will be replaced if serial number is provided. Most are not repairable and must be replaced by your school if out of warranty.
5. All data, including any documents needed, must be backed up before sending the item to the District Technology Office for repair.

Wireless

New Wireless Technology purchases must be approved by the District Technology team in order for them to be used. Unauthorized purchase or use of Wireless technology will be removed from the school network. Due to security, cost, and reliability, Wireless technology will only be used if wired is not possible.

Modems

Many computers in the school district come with internal modems. Newer operating systems give them the capability to function as a remote access server. This poses a significant security threat. Use of a modem is prohibited and is a direct violation of the Acceptable Use Policy.

Inventory

When items are purchased and received, a district inventory tag must be placed on any equipment exceeding \$200. The device manufacturer serial number and the

district tag number should then be reported to the person responsible for inventory at the school where it was received.

PDA's

It is recommended that all purchases of PDA's first be consulted with the District Technology team prior to purchasing. Users of PDA's are expected to learn on their own how to care for and use their PDA. Minimal support will be provided by the District Technology team. Personally owned PDA's will not be supported by the District Technology team or the school technology specialists.

The loss of any data on the PDA is the responsibility of the PDA user not the District Technology team. The user of the PDA is responsible to secure and care for it so as to not allow it to be easily taken.

Procedure for discarding old hardware:

1. All hardware items must be checked through a technology specialist, principal, or district technology department to determine if it needs to be discarded.
2. Once an item is determined worthless, it will be taken off district and school inventory with the district inventory manager (Cori Hyatt). No piece of equipment should be removed from a site without notation on a Goods Discarded spreadsheet.
3. For security of sensitive or valuable district data, ensure that all applications and data has been removed from computer hard drives. This can be done by the school technology specialist or Cyber Corps staff. Visually check monitors, keyboards and the computer case to make sure that no sticky notes containing passwords or network related information is attached.
4. The following salvageable items should be recovered from the machine if it is still usable technology: RAM, Hard drives, CDROM/DVD/CDRW, Network cards, or Video cards.