

Technology Support System

The Technology Department offers a comprehensive HelpDesk solution for MSAD#75 users. The system includes both a technology solution and a change in reporting and response practices. Prior to the new system, each technology support staff member managed requests and tasks individually using a variety of systems and technologies. Information was managed by individual technology support staff members. The new system coordinates support efforts, provides "self help" services to users, manages and prioritizes tasks, provides a solutions database, widely disseminates information using technology, and allows reporting and tracking of issues and responses. Through coordination of efforts, technology staff members traditionally limited to supporting users in a single building, are now capable of responding to issues in another locations through email, web, or phone support. This has decreased response time and improved services dramatically.

