

Standard for Staffing Technology Support and Maintenance

- A. **STANDARD:** All school districts shall maintain adequate technical support to perform the daily maintenance and support of a district's technical infrastructure.
1. For a district to obtain the "adequate technical support" standard it would meet one of the following two performance indicators (listed below).
 2. Technical support means those preventive, diagnostic, updating, replacement, and repair procedures that a school needs to have in place. Technical support can be provided either by persons who are part of the school district or through an outsourced provider.
- B. **PERFORMANCE INDICATOR OPTION 1:** Maintain a technology support program at the satisfactory or above level of the ISTE Technology Support Index (TSI).
1. The TSI online evaluation system is available at <<http://tsi.iste.org/profile>> and the TSI rubric is included in this section.
 2. There is a copy of the TSI instrument at the end of this section.
- C. **PERFORMANCE INDICATOR OPTION 2:** Maintain a technology support program staffing level of one technical staff person for every 150 computers. Only class 1 and class 2 computers may be counted when calculating this ratio.
1. A "technology staff person" could meet any of, or a combination of, the role descriptions described in the previous section (i.e. Technology Coordinator, Technology Assistant, Technology Technician I, II, or III, Local Area Network Engineer, or Wide Area Network Engineer)
 2. The Facilities Technology Self-Assessment Survey grouped computers into three classes. Class 1 computers include Pentium III or higher (or equivalents) and Macintosh G3 or higher processors with sound, optical storage (CD/DVD), and networking capabilities. Class 2 computers include Pentium I or II (or equivalents) and Macintosh PowerPC processors with sound and networking capabilities. Class 3 computers include computers not included in Class 1 or 2, such as 80386 and 80406 class processors or non-PowerPC Mac computers.

The performance indicator options are based on a nationally recognized evaluation matrix developed specifically for the educational community and that is being adopted by other states and school districts. The performance indicators were developed by the International Society of Technology in Education in conjunction with the Gates Foundation.

This evaluation instrument was selected because it provides a systematic method to do a quick assessment of the district's staffing levels and overall ability to provide technology support. The Technology Support Index (TSI) model includes 52 indicators that are inclusive of all areas that impact the success or failure of a technology support program. The second performance indicator option has been included for those districts who do not want to use the complete TSI evaluation rubric.

In consideration for determining the number of full time employees (FTEs) you currently utilize, consider the hours of support received from outside support providers. Some of these might include the local Educational Cooperative technology coordinator or network field staff from the Department of Information Systems. Example: District X receives, on average, technology support from his Educational Service Cooperative 1 day a week for 2 hours. That would equal .05 FTE. DIS and ADE will provide each district with an FTE count for services provided by their staff.

Student support may not count toward the FTE for technology support. However, adequately trained students for technical support can be a good support mechanism as long as it is done in a peripheral way as part of their instructional program only.