

The following is a reminder of how to request for new technology needs and the procedure for replacing unrepairable equipment.

- If you or your teachers have a "New" technology request, please do not send a work order to the system, or contact a technician. Please have teachers contact you so that you can put the item on your upcoming budget request.
- If you or a teacher has a technology issue where something is broken or not functioning properly, then, please have a work order filled out and submitted.
- However you have been putting in work orders at your school, please continue.
- Once a technician comes and works on the equipment, they will let the teacher know if it is repairable or not.
- If the technician deems a piece of equipment; laptop, projector, etc, unrepairable, they will put the work order on hold and tell that teacher to let their principal know.
- The teacher will ask the principal to request, by email, for it to be replaced. Please do not open an additional work order.
- Please send the email to me, [laurie.baggett@fcstn.net](mailto:laurie.baggett@fcstn.net) ,
- Please CC' the teacher, and technician in on this email, too.
- When I receive the request, I will ask the technician if this is part of the Standard Classroom Set. I will ask the technician if this is the only one in the room, etc. If it is, and we have that particular piece of equipment in our bench stock, then we will replace immediately.
- Once the equipment is replaced, the work order will be closed.

This procedure will ensure that work orders/requested needs are not lost in the system. It will also help to ensure that all teachers have the minimal classroom set available to them for instruction. Thank you in advance with your help with this procedure.