

Service Request Priority Pyramid

Priority 1

District Email System
District Library System
District Internet Access
School/Site Data Network
School/Site Entire Computer Lab
School/Site Entire Phone Service
District Security/Firewall/Content Filtering
Student Information Software (Keystone-STI)
Financial/Payroll/Human Resources Software (Keystone)
Assessment Software (SRI, Star Math, DRA, ELS, EMS)-Time sensitive

Priority 2

Phone Training
Software Training
Edulog-Time Sensitive
New Site Technology Installs
District Website—Overall Access
District/School/Site Office Email
District/School/Site Office Computers
School/Site Data Cutovers to New System
School/Site Phone Cutovers to New System
Adoption Technology (Time sensitive)
ID Badges-Volume and Time Sensitive
District/School/Site Office Phones/Voicemail

Priority 3

School Websites
Classroom Email
District/Site Faxes
Department Websites
Hardware Configurations
Software/Hardware Training
Individual Classroom Computers
Individual Computer Software Installs
Classroom Phones/Voicemail/Moves/Changes/Additions/Deletions

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Information Services