

Computer Hardware / Accessories

Standards – General

The purpose of standards revolves entirely around providing service to the users at an affordable cost. Service includes installation, troubleshooting and repair. To keep repair time at a minimum, troubleshooting computers may mean re-imaging the hard drive, a process that substantially reduces total cost of ownership, not to mention a timesaving convenience to the user.

Computer Standards

For the Technology Department to support a computer, it must meet all the following criteria:

- Computers must be procured through, or recommended by the Technology Department in order to get full support from the Technology Department.
- The computer must be in the ownership of Crowley ISD to get any support from the Technology Department.

Computer Lap Desktops (Minimum Standards and Specifications)

Processor – Intel Pentium Dual Core processor or better

Installed RAM – 4 GB

Hard Drive Capacity – 160 GB

Network Interface Card – Ethernet 10/100/1000BaseT

Operating System – Windows 10 Enterprise

Professional Laptops (Minimum Standards and Specifications)

Processor - Intel Pentium Dual Core processor or better

Installed RAM - 4 GB

Hard Drive Capacity – 120 GB

Battery – 6 Cell or better

Network Interface Card – Ethernet 10/100/1000BaseT

Operating System – Windows 10 Enterprise

Acceptable Models – Latitude E6420 or Better

Student Issued Laptops (Minimum Standard and Specifications)

Processor – Intel Celeron Dual Core processor or better

Installed RAM – 4 GB

Hard Drive Capacity – 120 GB

Battery – 3 Cell or better

Operating System – Window 10 Enterprise

Acceptable Models – Dell Latitude 3150 or better

Support and Repair

All support is managed via the Technology Department Helpdesk either by phone, e-mail, or through the on-line Helpdesk System. To access the On-line Helpdesk System, please visit: <https://eduphoria.crowley.k12.tx.us/authdistrict/login>

- The Technology Department provides full support for computers that meet the above computer standards. The Technology Department provides limited or no support to computers that do not meet the above standards.
- The Technology Department does not support donated computers, as they present time-consuming service problems and pose a threat to District networks.
- Crowley ISD uses highly trained Dell Certified Computer Technicians to service most hardware repair.
- Computers will be replaced rather than repaired when deemed in the best financial interest to the district to do so.

Network Attachment

The Crowley ISD School Board has given responsibility for the District's data network to the Superintendents Designee for Technology. The District's local and wide area networks are a complicated tapestry of high-tech devices and a complex, mathematical switching strategy. Any device connected to the network that has not been specifically engineered into the network will likely cause major problems.

Malfunctioning devices that are connected to the District network can have serious network consequences. To minimize the threat, the following computer standards and procedures are in place:

- Legal operating system license
- Each device or computer must have prior Technology Department approval before connecting to the network.

Replacement of Computers

Many technology devices on campus need to be on a regular replacement cycle as most technology equipment has a relatively short useful lifetime. Mechanical parts wear out and maintenance costs increase as equipment ages, making it more cost effective to upgrade instead of repairing. Additional reasons for replacing equipment include:

- Innovation makes older equipment obsolete; the design of newer (and better) software requires the speed and performance capabilities of newer hardware.
- It is necessary to meet the hardware and software requirements of our campus-wide systems.
- Scalability of support requires as much consistency as possible in hardware and software, minimizing the variety of different things to support.

Most desktop computers in offices, classrooms, and labs are eligible to be upgraded every eight years. We record all replacement eligible computers in an inventory so that the Technology Department is able to automatically identify those machines due for replacement. Laptops are typically upgraded every five years. The replacement of desktops/laptops is dependent upon District budget availability.

Accessories

Schools are responsible for all computer-associated supplies after the initial purchase. This includes but is not limited to rechargeable batteries, mice, video adapters, power adapters and USB devices. All computer accessories must be purchased through the Technology Department and its guidelines.

Monitors

LCD flat panel Monitors are the current District monitor standard. All monitors must be purchased through the Technology Department.

Power Conservation

District computers consume thousands of our energy dollars each month. The Technology Department asks that all computers and monitors be shut down each night unless notified by the Technology Department.

Other Technology Equipment

Printers and Copiers

Schools are encouraged to be cost sensitive when printing and copying. The most cost effective printing/copying is to use the designated copiers for large printing and the designated Network Printers for smaller printing.

- The Technology Department does not install or support printers that are not procured through or recommended by the Technology Department.

- School printers other than the ones supplied by the Technology Department are to be purchased from school funds and must be purchased through the Technology Department.
- Printer repairs are handled by the District via the Technology Department Helpdesk System.
- All ink must be purchased through the designated vendors provided by the Finance Department. IE... Staples or CDWG.

Projectors

- If a projector does not work, please submit a Technology Work Order through the Technology Helpdesk System. A Technician will respond to a projector work order as soon as possible.
- If a projector or associated equipment is lost or stolen, the campus is responsible for the replacement cost. Please check with the Technology Department for latest prices.
- All projector or related equipment purchases must go through the Technology Department.

Equipment Disposal Procedures

- Contact the Technology Department through the Technology Helpdesk System when you have equipment in need of disposal.
- The Technology Department will prepare the equipment for disposal or transfer it to another location.