

# **Hays High School**

## **ICU** (iBook Care Unit)

### **Mission Statement:**

**To create a better learning environment by servicing the technology needs of Hays High School and USD #489 by providing reliable technical solutions and courteous-professional assistance.**

# HHS Demographics

Student Population: **978**

## Computers:

iBook G4 12": **1073**

iBook G4 14": **89**

PC Desktops: **93**

## Labs:

PC Labs: **2** (30 HP Desktops per lab)

Mac Labs: **1** (18 PowerMac G5's)

## Servers:

**4** Windows 2003 Servers

**2** Linux Servers

**1** Mac OS X Server (Imaging Only)

# **HHS Technology Services**

## **Student Produced School Website**

<http://www.hayshighindians.com/>

The web design class is responsible for the content of the school website. ICU staff maintains the web server.

## **Student, Faculty, and Staff E-Mail**

High school students are provided school issued email accounts with 250M of storage. Email accounts are cleared out every year for students but not for faculty and staff.

## **Moodle**

<http://moodle.hayshighindians.com/hhs/>

Moodle is a free classroom management system similar to Blackboard. The Moodle server is administered and maintained by the ICU staff. Parents can access course material by logging in as guest.

## **PowerSchool**

<http://www.powerschoolhays.com/>

PowerSchool is the student information system and allows students to check grades online. This is maintained by the district operations technology coordinator.

## **Online Voting**

ICU staff operates an online voting website which was created by the ICU staff using PHP. This is used for students to vote for Homecoming King & Queen and Prom themes.

## One year ago we had ...

To mail all of our repairs to Apple

2 Full-time Technicians & 1 Part-time Technician

No Apple Certified Technicians

A simple database for laptop check-out

Websense as our district content filter

No means to monitor network traffic

## Currently we ...

Complete all of our repairs in-house and received warranty reimbursement from Apple and we repair laptops at a lower cost than Mail-In repairs.

Have 2 Full-time Technicians & 2 Part-time Technicians

3 Apple Certified Portables Technicians in the District

Have a reliable laptop inventory system in FileMaker Pro that we integrate with GSX.

Use iPrism as the district-wide content filter.

Have PacketShaper to control network traffic and Cacti to monitor network devices.

We use Moodle, a free classroom management system.

## In the future, we will examine the possibilities of ...

Implementing an internal messaging server for faculty and staff to collaborate.

Create a new and improved Alumni database for the school district.

Using Total Traffic Control (LightSpeed) to block instant messaging for students and more closely monitor/control network activity.

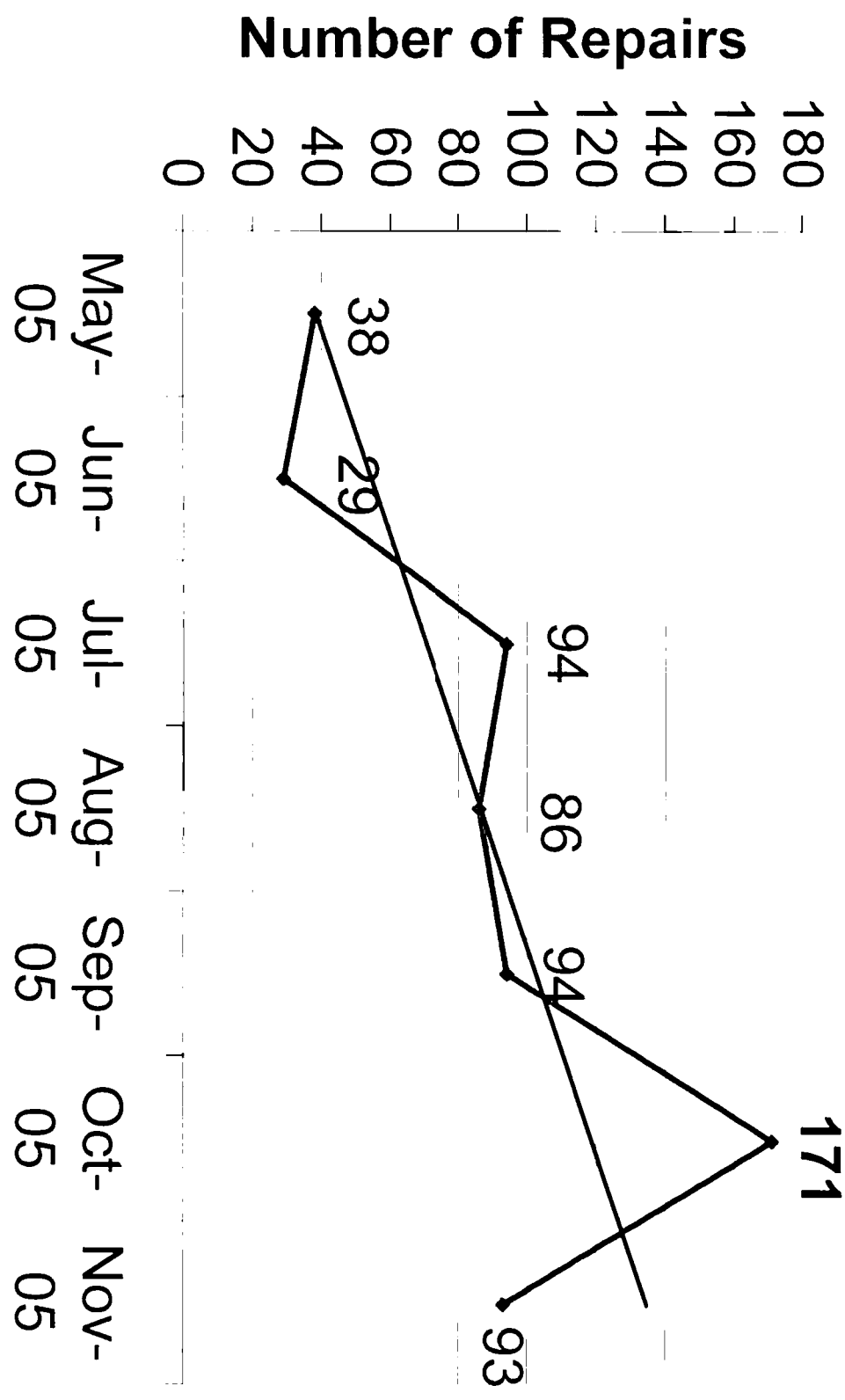
Implementing VoIP telephone system over the network. (ShoreTel)

Using a district-wide web-based Library system. (Alexandria)

# Repair Workflow

1. **Student brings their computer to the ICU desk and ICU starts a repair sheet for the laptop.**
2. **Troubleshooting and Diagnosing Problem**
  - a) Determine the parts that need to be ordered for the laptop.
  - b) Determine if the parts needed are covered under warranty. If not, follow the non-warranty workflow.
  - c) Write the parts needed on the repair sheet.
3. **Order parts on GSX and write “date ordered” on the repair sheet.**
  - Rule of Thumb: should be completed within 24 to 48 hours after laptop is brought in with a problem
4. **When the daily parts arrive, download Repair Data from GSX and import into Laptop Inventory System.**
5. **Scan in parts received by DHL into Laptop Inventory System and write student name and serial number of laptop on the box.**
6. **Organize the correct parts with the correct laptops on the “Warranty” racks.**
7. **Replace Parts/ Repair Laptop**
  - Note: If any parts are DOA or any additional parts are needed, Repeat Step 3
8. **Mark Repair Completed in GSX and write student’s name of the board that the laptop repair is complete.**
9. **Mark the parts defective and scan them out in the Laptop Inventory System and put on the “Parts Returned” rack.**
10. **Call DHL to have them pick-up the boxes the next day**
  - The person that calls DHL will email the confirmation number to the other tech staff. This informs the other staff members that they have already been called in and this gives us confirmation if DHL does not show up.

# Number of Repairs from May 05 through Nov 05



Data Gathered from GSX Service Excellence Report

# Non-warranty Repair Workflow

## 1. Request PO Number from District Office

## 2. Order Parts for Laptops

Follow Same Procedure as warranty parts except:

- Mark Parts as “Accidental Damage/Abuse” in GSX
- Enter assigned PO # into PO field in GSX
- **Note:** The maximum number of repairs per PO # is 5. If more than 10 computers need non-warranty parts, repeat step 1.

## 3. Submit PO into E-team (Purchase Order System)

- i. Create a line item for every part ordered:

**Quantity = 1**

**Catalog # = Part #**

**Cost = Price of Part**

**Description =**

*Repair part \*PARTNUMBER\* (\*NAMEOFPART\*)  
of iBook G4 - 12 inch (s/n: \*SERIALNUMBER\*)  
issued to \*STUDENTNAME\*. (Apple Dispatch #  
\*DISPATCHID\*)*

- ii. Total shipping cost of all repairs and enter into Shipping field

## 4. Take Laptops to Office Secretary for Pictures

- **Note:** If unable to get pictures of damage. replace necessary parts to get it functional and take back to Jannice for pictures.

## 5. Replace Parts

- **Note:** If any parts are DOA or any additional parts are needed. Repeat Step 3 and put “Addition to PO ##” in the Notes field.

## 6. Mark Repair Completed in GSX

## 7. Submit LDR to Office Secretary

- **Note:** If repair meets or exceeds deductible amount, put the computer in the designated area until get clearance from an administrator to release the computer to the student.

**LAPTOP DAMAGE REPORT**  
**USD #489 Hays, Kansas 67601**  
**2300 East 13th Street**  
**Apple Account Number 56428**

Date:	<u>10/25/2005</u>	
Assigned to Name:	<u>[REDACTED]</u>	ID Number: <u>[REDACTED]</u>
Item Description:	<u>iBook G4 - 12 inch</u>	
Serial Number:	<u>UV4220TPR74</u>	Model Number: <u>A1054</u>
USD Barcode:	<u>010321</u>	
Technician making Report:	<u>JEFF</u>	
Total Repair Cost:	<u>\$26.95</u>	USD P.O. Number: <u>4360</u>
Confirmation No:	<u>G103724883</u>	
USD 489 Billing Contact:	Jannice Hawpe Hays High School 2300 East 13th Street Hays, KS 67601 785-623-2600	

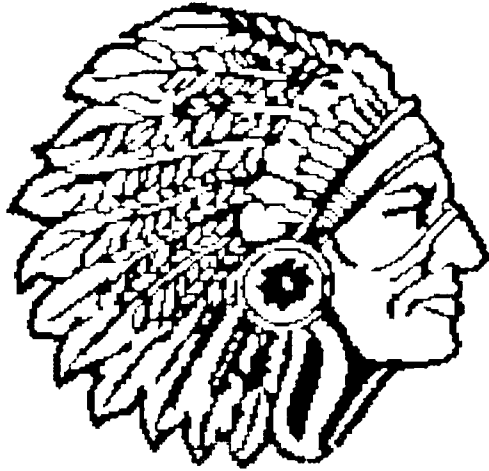
What is the nature of the problem? Bezel brace broken.
How did the damage occur? Computer screen was opened too far

**Detail of Parts Replaced**

Part Number	Description	Price
ACSH08	Shipping Charges (6.95 x 1 )	<u>\$6.95</u>
<u>922-5015</u>	<u>Bezel Brace, with Clutch Assembly</u>	<u>\$20.00</u>

Repair Total: \$26.95

Technician Signature: \_\_\_\_\_



# Hays High School

Laptop Inventory System

## Service



### Computer Information

Serial # UV422032R74

Asset 010947

### Most Recent Assignment

Student 

Assignment *Original*  
11516

Show All Repairs

Show Active Repairs

Check In Parts

Check Out Parts

Find Repairs

Find Repairs by Tracking

Import Data from

Import DOA Data

### Part Information

Part #	Description	Shipped	Tracking #	Received	Return Code	Return Date	Tracking
661-3250	Hard Drive, 30 GB, 2.5,	Y	97377951285	<input checked="" type="checkbox"/> 12/14/2005	KBB		
661-3188	Board, Logic, 1.0 GHz	Y	96537512282	<input checked="" type="checkbox"/> 12/7/2005	KBB	12/12/2005	Z195309898

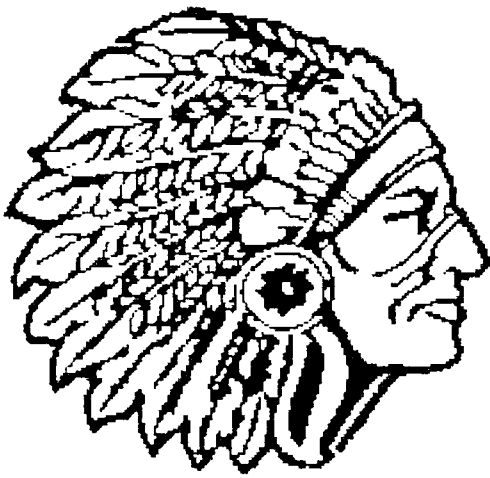
### Dispatch Information

Dispatch # G104117239 Repair released from processing PO # 51205

**LDR**

### Date Information

GSX Date 2005-12-06



# Hays High School

Laptop Inventory System

## Inventory



Asset

Serial

Airport

Ethernet

Model  *iBook G4 - 14 inch*

School

Status  Active  Inactive

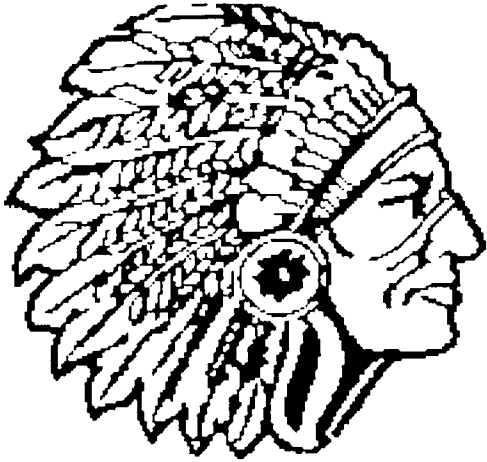
Current Checked Out  Yes

Bryant, Todd

Notes

Created Date 1/3/2005

Modified Date 6/10/2005



# Hays High School

Laptop Inventory System

## Assignments



Asset #

010039

UV422055R72

Student ID #

7245



1 Schurr, Craig Wayne

Check Out Type

Loaner  Original

Add 2 Prong

Add 3 Prong

Add Power Brick

Prong Adapter

8/2/2005

-

3 Prong Cord

8/2/2005

-

Power Brick

P1643

8/2/2005

-

Loan Agreement on File

IP Address

Yes  No



Notes

Empty text area for notes.

Checked Out  Yes

Check Out Date

8/2/2005

Check In Date

Empty text box for check in date.



Active

**Hays USD 489 Public Schools  
Student Laptop Loan Agreement**

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Providing laptop computers for instructional use by high school students is an exciting venture. Certain guidelines are necessary to protect the laptop and the school network and ensure that this technology serves as an effective instructional tool. Students and their parents/guardians must agree to the following:

1. The student agrees to follow all USD 489 regulations and policies governing the use of the computer as well as all applicable State and Federal laws including copyright and intellectual property law pertaining to software and information.
2. The computer is the property of USD 489. If a student withdraws from the school prior to the end of the loan period, the laptop computer is to be returned to school officials by the student prior to withdrawal.
3. The student shall not remove or alter any USD 489 identification labels attached to or displayed on the computer, nor shall the student change identification within the computer, such as the computer name.
4. The student agrees to handle the computer carefully and protect it from potential sources of damage.
5. The student agrees to take care or keep the computer secure and safe. The student will assume the risk of loss by theft, destruction, or damage. If, during the loan period, the computer is damaged or returned with any accessories missing, USD 489 may charge the student the lesser of the repair or the insurance deductible. If the laptop is stolen or vandalized, the insurance will cover all but the deductible, providing that a police report is filed on the incident. By signing the loan agreement, the parent/guardian agrees to be responsible for the insurance deductible for each occurrence involving loss/damage to the laptop, or the cost of repair for such damage, while in the student's possession. Current replacement for the laptop model is approximately \$1,100.
6. The student must report theft (or suspected theft) of the computer, loss of the computer, damage to the computer, or malfunctioning of the computer to school personnel immediately.
7. Upon request, the student agrees to deliver the computer to USD 489 staff for technical inspection or to verify inventory or other information; this may include random screening.
8. Incoming freshmen and/or parent/guardian agree to complete an orientation program before receiving the laptop.
9. Laptops will be checked out for the summer. The dates of the summer rental period will be announced each year.
10. The laptop rental fee for the summer rental period shall be \$100. (Fee waived for qualified free and reduced).
11. The laptop summer rental fee may be waived by the Hays High School principal for educational projects. The Hays High School principal will make exceptions and determine educational projects.
12. Laptops not returned by announced summer due date, will accrue a late fee of \$5 per day. After seven (7) consecutive days, if laptop is still not returned, it will be filed as missing and turned over to the proper authorities as theft.
13. USD 489 is not liable for lost data or time spent on data.
14. I have read and agree to abide by all USD 489 policies and regulations for the use of equipment including the Acceptable Use Policy Agreement and the Student Laptop Regulations. I accept responsibility for damage to or loss of the equipment listed below while in my possession. I understand that if the computer loaner or any accessory is lost, damaged, or stolen, I am responsible for the replacement cost or insurance deductible, whichever is less. I will report any damage to hardware or software immediately to designated school personnel and will return equipment promptly when requested by school personnel.

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Computer Description: Apple iBook G4, 30 GB Ultra ATA drive, CD-ROM, Airport Extreme Card, 512MB SD RAM

Asset ID Number: \_\_\_\_\_

Computer Serial Number: \_\_\_\_\_

Adapter Number: \_\_\_\_\_

School: Hays High School

Student Name: \_\_\_\_\_

Student ID: \_\_\_\_\_

Permanent Address: \_\_\_\_\_

Signature of Student: \_\_\_\_\_

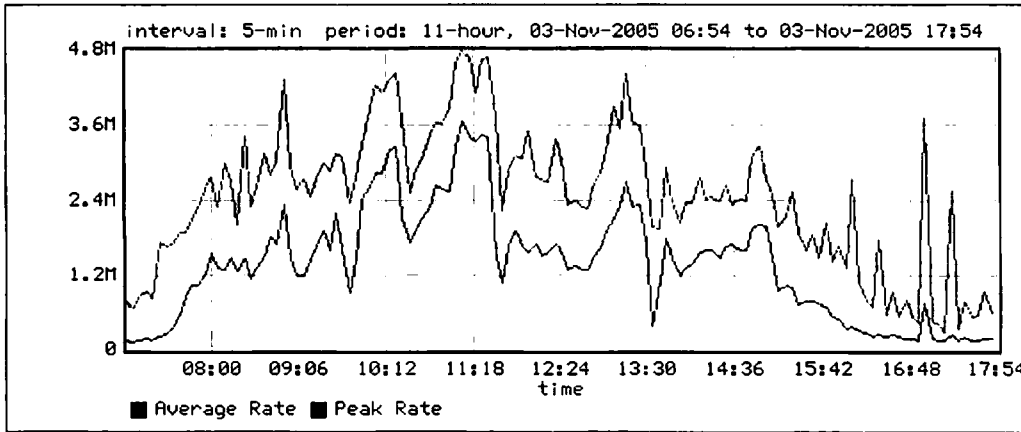
Date: \_\_\_\_\_

Signature of Parent or Guardian: \_\_\_\_\_

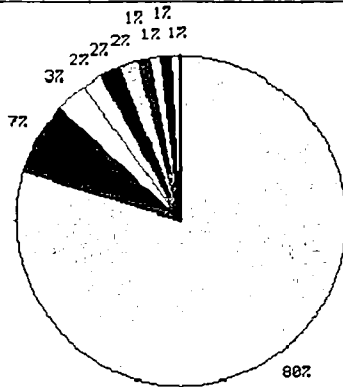
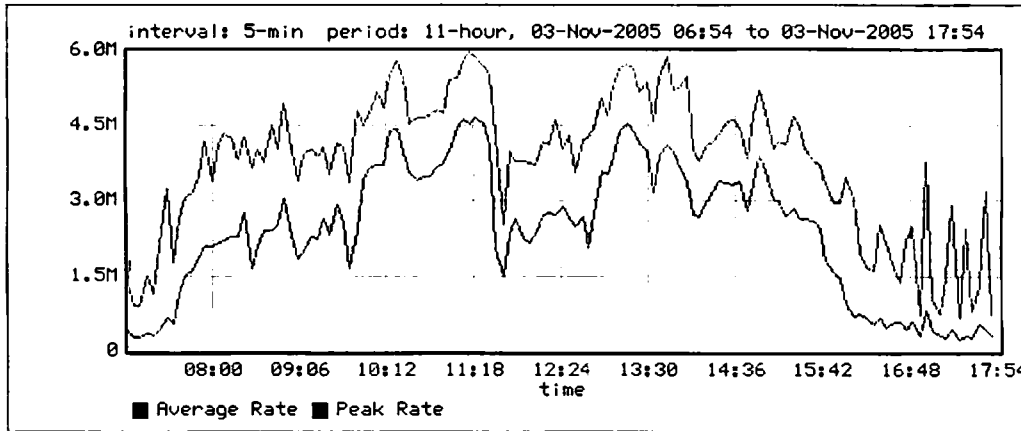
Date: \_\_\_\_\_

# PacketShaper

## HHS Inbound Traffic



## Internet Link



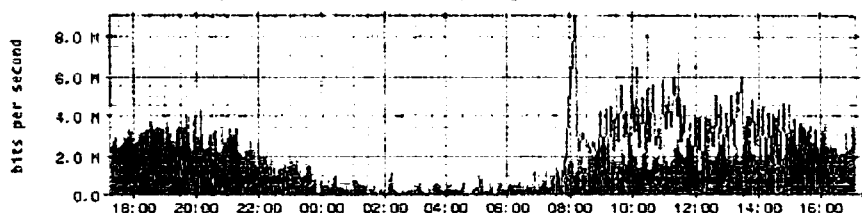
Class Name	Average Rate (bps)	(%)
1. /Inbound/HHS/HTTP	1.1M	80
2. /Inbound/HHS/Apple-iTunes	99k	7
3. /Inbound/HHS/Default	46k	3
4. /Inbound/HHS/WinMedia	24k	2
5. /Inbound/HHS/MPEG-Audio	22k	2
6. /Inbound/HHS/VOIPhone	22k	2
7. /Inbound/HHS/Real	13k	1
8. /Inbound/HHS/QuickTime	11k	1
9. /Inbound/HHS/SSL	7045	1

period: 11-hour, 03-Nov-2005 06:55 to 03-Nov-2005 17:55

# Cacti Network Graphing Solution

## District Core Switch Hays High Interface

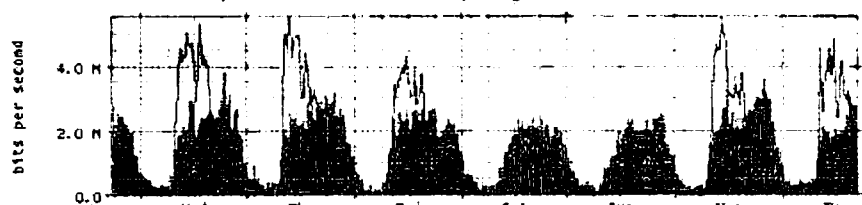
hays489-cat3550-core - Hays High School - Fa0/3



■ Inbound Current: 2.26 M Average: 1.76 M Maximum: 4.31 M Total In: 19.08 GB  
■ Outbound Current: 208.00 k Average: 1.42 M Maximum: 9.06 M Total Out: 15.4 GB

Daily (5 Minute Average)

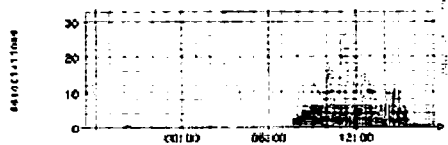
hays489-cat3550-core - Hays High School - Fa0/3



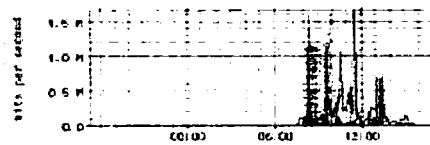
■ Inbound Current: 2.62 M Average: 1.65 M Maximum: 3.80 M Total In: 126.57 GB  
■ Outbound Current: 367.11 k Average: 1.04 M Maximum: 6.55 M Total Out: 78.89 GB

## Hays High School Access Points

AP\_1A-147 - 172.2.43.29 - Associations

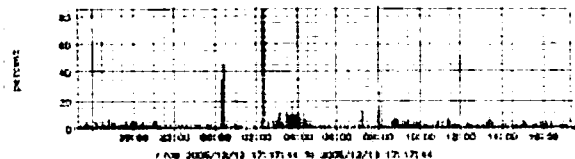


AP\_1A-147 - Traffic - ap0/2



## District Web Server

webroot - CPU utilization - CPU



■ CPU 0411241134 Current: 1 Average: 3 Maximum: 95

Name: \_\_\_\_\_

Date/Time: \_\_\_\_\_

Serial Number: \_\_\_\_\_

Date Ordered: \_\_\_\_\_

Parts Needed: \_\_\_\_\_

Notes:

Date Photo Taken: \_\_\_\_\_

Purchase Order Number: \_\_\_\_\_

Name: \_\_\_\_\_

Date/Time: \_\_\_\_\_

Serial Number: \_\_\_\_\_

Date Ordered: \_\_\_\_\_

Parts Needed: \_\_\_\_\_

Notes:

Date Photo Taken: \_\_\_\_\_

Purchase Order Number: \_\_\_\_\_

Name: \_\_\_\_\_

Date/Time: \_\_\_\_\_

Serial Number: \_\_\_\_\_

Date Ordered: \_\_\_\_\_

Parts Needed: \_\_\_\_\_

Notes:

Date Photo Taken: \_\_\_\_\_

Purchase Order Number: \_\_\_\_\_

Name: \_\_\_\_\_

Date/Time: \_\_\_\_\_

Serial Number: \_\_\_\_\_

Date Ordered: \_\_\_\_\_

Parts Needed: \_\_\_\_\_

Notes:

Date Photo Taken: \_\_\_\_\_

Purchase Order Number: \_\_\_\_\_