

SSC Study Report
and
Recommendations

•**Spring 2015**

•SSC Report Recommendation:

“Evaluate the existing work distribution to better provide support as need throughout the school year.”

- SSC Report Technology Department Plan for Improvement: Implement SchoolDude for improved data on total cost of ownership, total time per request, and additional efficiencies.

SchoolDude System
Set Up

•**August/September 2015**

- IT Department works will SchoolDude to set up back end of system

User Account
Creation

•**October 2015**

- Set up User Accounts in System to prepare for use

Ticket Transfers
and Staff Training

•**November 2015**

- IT Department to transfer tickets from MyTechDesk to SchoolDude IT Support
- IT Department to prepare and share training video, webpage with login link, and login credential information with CUSD Staff
- School Site TRTs to provide training support for staff where needed

Implementation
of SchoolDude IT
Support System

•**December 2015**

- Beginning on December 1, 2015, all requests for CUSD IT Support will be submitted and responded to via the SchoolDude IT Support system.