



TO: i21 Ad Hoc Subcommittee Chairs
FROM: Barbara Allen, CITO
DATE: February 26, 2014
RE: i21 Support Clarification

As we move into the second half of i21NOW subcommittee work, it is important that clarification be made regarding the support structure that currently exists for the i21 Interactive Classroom.

At the Mid-Point meeting, a statement was made that the district was relying on a 20 member team to support over 100,000 student devices. This is not entirely accurate, the i21 initiative support model relies on a blended approach to classroom technology support where most equipment support is supplied by the vendor through extended warranties built into the initial procurement of the product.

From the inception of i21, it was apparent that it would take more than the ITSS staff to support and sustain the use of a 1:1 environment in 5000 district classrooms. The plan put into place a multi-tiered approach that incorporates these elements:

- Included with purchase price of each device is a 3-year warranty and service level agreement on each i21 device that required the vendor to fix or replace the device within 24 hours of the service call.
- Service calls are routed directly to the vendor rather than through the district helpdesk. This includes teacher laptops as well as student devices.
- In addition the vendor 24 hour service level agreement, the ITSS department maintains a district-based support pool that serves middle and elementary schools. Each of the 20 Network Systems Media Support techs is assigned a cluster of middle/elementary schools that they are responsible to provide overarching technical support, not routine student device support.
- In addition to the support pool, high schools had a site-based Network Systems Media Support Techs to support overarching technical support issues on these campuses.

If you need further clarification regarding the level of i21 support provided over the first five years of the program, please do not hesitate to contact me.