COMPUTER SERVICES PROCEDURE FOR TRANSPORTATION (TRA-P018)
Sacramento City Unified School District

1.0 SCOPE:

    1.1 This procedure discusses onsite assistance for all minor computer related problems.

2.0 RESPONSIBILITY:

    2.1 Director of Transportation

3.0 APPROVAL AUTHORITY:

Approved signature on file

    3.1 Director of Transportation

4.0 DEFINITIONS:

    4.1 None

5.0 PROCEDURE:

    5.1 A computer related problem occurs.

    5.2 The problem is reported to the transportation site tech by e-mail.

    5.3 The transportation site tech evaluates the problem.

        5.3.1 If the problem is fixable onsite, the transportation site tech responds immediately to the problem.

        5.3.2 If the problem is not locally fixable, it is referred to the help desk at Information Services.

    5.4 The help desk responds to the problem and finds a remo

mputer problem.

6.0 ASSOCIATED DOCUMENTS:

    6.1 None

7.0 RECORD RETENTION TABLE:

Identification	**Storage**	**Retention**	**Disposition**	**Protection**
None				

8.0 REVISION HISTORY:

Date:	**Rev.**	**Description of Revision:**
11/05/04	A	Initial Release

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