



Information Technology Centre (ITC)

ITC is located on McCallum Road. Staff include technicians, clerical, and the IT Manager, Karman O'Brien.

Service/Repair:

- For technology repairs, service, and new equipment requests it is required that an IT work order be submitted
- For questions and advice on work orders and general support questions the IT help desk can be reached by phone at **604-855-HELP** or email at helpdesk@sd34.bc.ca.
- Older "grandfathered" computers including Apple Mac computers cannot be serviced by IT Technicians; the following solutions are recommended:
 1. Re-image older Mac computers with a basic image and then enable Guest access (almost no future maintenance required)
 2. Re-image older Windows computers with the Chrome operating system where possible (not all PC's will support the conversion to a Chromebook-like computer)

* A work order can be submitted for the above re-imaging work; for more information talk to the IT Manager, Karman O'Brien, or Digital Learning Administrator, David Ennis

Passwords/Accounts:

- If you have not yet setup your account on the self-service password reset website go here to set it up: <https://ssp.sd34.bc.ca> If you have any difficulties please email the IT help desk: helpdesk@sd34.bc.ca.
- MyEducation BC accounts: myedhelp@sd34.bc.ca.
- Learn34.com District Google accounts: mark_oneil@sd34.bc.ca.

IT Roadmap information:

District purchased classroom equipment includes:

- A regular projector (mounted, with screen if required); possibility of TVs replacing projectors beginning 2017. For more information please contact the IT Manager, Karman O'Brien.
- Document cameras are no longer being replaced at District cost. School funds may be used to purchase Document Cameras or alternate Document Camera solutions such as a customized stand that can be used with an iPad or iPad Mini. New classrooms (e.g. portable added to the school or a previously unused and unequipped classroom now being used full time) will receive a Belkin-type stand and iPad at District cost.
- Teacher computer
- Grades K-3 - 6 iPads and 1 Tech Tub for each enrolling classroom

- Grades 4-8 - 6 Chromebooks and 1 Tech Tub for each enrolling classroom
- Grades 9-12 - a ratio of 6 PC computers to 30 students
- Additional devices include, but are not limited to, 30 Chromebooks for each library learning commons
- SMART Board software upgrades are a school purchase. New or replacement SMART Boards are not recommended for classrooms given the pedagogical shift to more student-centred learning as well as the high cost.
- Technology equipment that is approved for school purchase includes:
 - Dell Touchscreen Laptop Model #E5470 (14") \$1320
 - Dell Desktop Computer Optiplex Model #3040 \$875 comes with keyboard & mouse (no monitor)
 - Dell Monitor #U2417Ht (24") \$220
 - Belkin Tablet Stage \$200 – used with an iPad this is an alternative to the expensive \$1150 Elmo TT-12iD document camera
 - iPad Mini 2 32GB \$309 (10 pack for \$3030)
 - iPad Air 2 32 GB \$479 (10 pack \$4730)
 - Dell Chromebook \$315
 - Microsoft Surface Pro 4 \$1900
 - 65" Large Screen Smart TV \$1300 (replacement for an irreparable projector is a District cost)

Notes:

- School funds may be used for the purchase of new technology
- iPads, PC laptops, Chromebooks, Desktop computers, and Mac computers that are purchased with school funds must be purchased through ITC via a work order. In other words, schools cannot purchase iPads and computers on their own.
- PAC funds may not be used to purchase PC laptops, Chromebooks, Desktop computers, Mac computers, or iPads (as per District guidelines)
- Consult the IT/Purchasing dept. before purchasing to inquire about favourable pricing that may be available to the District
- To order, create and submit a work order for a new equipment request
- For devices that require internet access a performance analysis of the network may be required before equipment can be approved for purchase
- Examples of additional items for school purchase include: speakers, video cameras, dongles, cables, and in a small number of schools, Mac computers for specific programs, e.g. yearbook, broadcasting