Notes:

Middle Schools
Technical requests will be managed by the on-site Technician. Middle School staff simply need to make their request known by email or phone to the on-site technician (do not follow this flowchart). The on-site technician will log requests and attend to the requests.

Primary, Special, Preschools & Administrative Sites
Technical requests will be managed by the district support staff and local vendors which include Kemkor Tech, Logic, Quest and others. Users can either phone in their request to the Help Desk (278-3395) or use the help desk website at helpdesk.moed.bm and logon as their school and type in their request or they can email their request at help@moed.bm.

The Help desk attendant will enter your request received over the phone, web, email or left on the answering machine into the helpdesk system. She will assign the request to an available technician for resolution.

Response Times
For mission critical problems such as loss of school-wide internet, email, Chancery SMS, network printing, a response will be within 4 hours. Also for significant problems to computer labs and computers of the administrative areas, response will be within 4 hours.

Other problems will be responded to within 3-5 days.

Dependencies
There are several dependencies which can affect problem resolution which include BTC line failures and vendor repairs. We will be making every effort to minimize these outages through pro-active measures such as line monitoring and aggressive dialogue with BTC officials and having spare computers to replace any computer that will be subject to a long vendor repair process.

Note:
If a problem is not being addressed to your satisfaction or if you have a special request, please call Mr. Outerbridge at 505-2486 or email me at aouterbridge@moed.bm