

# ISA 1 COMPUTERS

**PROCESS FOR ORDERING,  
SET-UP AND MAINTENANCE**

## **Background**

Information Services department and Special Education department have worked to develop a process for the set-up and annual maintenance of ISA 1 computers.

An independent computer service, Canada Business Services located in Chatham has been engaged to support ISA 1 computers. ISA 1 computers that have met the protocol for approval of purchase will be ordered by the Special Education department and set up through Canada Business Services.

Initial set-up and computer maintenance through Canada Business Services will be according to the guidelines prescribed by Information Services department. This will include imaging the computer, adding the prescribed software, as well as the delivery and setting up of the computer up at the school. This will include on an annual basis for a period of three years routine maintenance

The Special Education department is responsible for the approval, ordering, tracking of the equipment and for the reporting to the Ministry of Education regarding the deployment of the computers.

The school is responsible for receiving the equipment, ensuring that proper set up has occurred and that the equipment is student-ready. In addition the school is responsible for the replacement of consumable parts and for the safe storage and keeping of software and hardware assigned to the student.

The following appendices outline the process and requirements.

<b>Appendix A</b>	<b>Memo on ISA 1 Equipment</b> <ul style="list-style-type: none"><li>• Stages for Equipment Approval</li><li>• Roles and responsibilities</li></ul>
<b>Appendix B</b>	<b>Specifications for Computer Set-Up and Maintenance</b> Information Services parameters to Canada Business Services <ul style="list-style-type: none"><li>• Initial Set-up</li><li>• Maintenance</li></ul>
<b>Appendix C</b>	<b>Flow chart outlining Process</b>
<b>Appendix D</b>	<b>ISA Computer Service Plan with Canada Business Services-Invoice</b> <ul style="list-style-type: none"><li>• form</li></ul>



**ST. CLAIR CATHOLIC**  
**DISTRICT SCHOOL BOARD**  
*Lighting the Way ~ Rejoicing in Our Journey*

**MEMORANDUM**

To: School Principals

AG 2003/04 – 03

cc: Program Resource Teachers

From: Anna Giuliani, Assistant Superintendent - Special Education

Date: November 17, 2003

Re: **ISA 1 EQUIPMENT**

The funding for individualized equipment through ISA 1 Ministry funding has given the board an opportunity to provide equipment which improves the learning process for students. The Ministry directions regarding what qualifies for ISA funding is clear. A synopsis of the requirements is captured in Appendix A of this memorandum.

The board processes and responsibilities are outlined in the following table.

<b>STAGE ONE-- REFERRAL FOR EQUIPMENT</b>	
<b>Therapist Responsibility and Action</b>	<b>Principal Responsibility and Action</b>
<p>The therapist must have:</p> <ul style="list-style-type: none"><li>• “Working knowledge” of the student</li><li>• an assessment that demonstrates the area of difficulty for the student</li><li>• a written letter requesting recommended equipment that is <b>ESSENTIAL</b> for the student to access the curriculum</li><li>• therapist must be available for consultation with the student once the equipment is put into place</li></ul>	<p>Prior to accepting the referral from the therapist, the Principal must be assured that the therapist has:</p> <ul style="list-style-type: none"><li>• “Working knowledge” of the student</li><li>• an assessment that demonstrates the area of difficulty for the student</li><li>• a written a letter requesting recommended equipment that is <b>ESSENTIAL</b> for the student to access the curriculum</li></ul> <p>In addition the principal must validate the need within the educational setting. The principal must ensure:</p> <ol style="list-style-type: none"><li>1. validity of the request based on the total learner profile</li><li>2. feasibility of implementation in an educational setting</li><li>3. there is a current IEP documenting the student’s need and the program in place to address the need</li></ol>

## STAGE TWO-- EQUIPMENT REQUEST

School Board Responsibility and Action	Principal Responsibility and Action
<p>Upon receiving the ISA Request Form from the school the Special Education Consultant will ensure:</p> <ul style="list-style-type: none"> <li>• Request form has been completed with the appropriate attachments</li> <li>• That the equipment is not surplus elsewhere in the system</li> <li>• Forwards the request to Betty Dawson for processing and ordering according to board policy and ISA guidelines</li> <li>• Equipment requests will be processed only during the school year.</li> <li>• Requests for Central Auditory Processing (C.A.P.) trials will only be processed in Term One (September to December)</li> </ul>	<p>Having accepted the therapist recommendation and validated it with the IEP the Principal:</p> <ol style="list-style-type: none"> <li>1. Completes ISA 1 Equipment Request and provides a copy of following attachments: <ul style="list-style-type: none"> <li>• therapist assessment</li> <li>• therapist prescriptive letter</li> <li>• IEP</li> <li>• For C.A. P. trial acknowledgement from School Speech Language Pathologist</li> </ul> </li> <li>2. Forward completed ISA 1 Request Form to School Special Education Consultant</li> <li>3. Communicates with the parents that the equipment <u>request</u> has been forwarded for processing</li> </ol>
STAGE THREE-- EQUIPMENT SET-UP AND MAINTAINCE	
Board Responsibility and Action	Principal Responsibility and Action
<p>The central office will ensure :</p> <ul style="list-style-type: none"> <li>• That the equipment is assigned to the student and the serial numbers are recorded</li> <li>• For computers purchased under ISA 1 the special education department will engage the services of Canada Business Services for set-up and maintenance</li> <li>• That the initial consumable materials (ink for printers, velcro for materials, laminating film etc) will be provided</li> <li>• That the school receives a list of equipment which is to be released to the school and for which the school is responsible</li> </ul> <p>Provide in-service support to the educational staff at the school in the use of the technology</p>	<p>The principal will ensure :</p> <ul style="list-style-type: none"> <li>• Receive the equipment and arrange for equipment to be set up</li> <li>• that the equipment and accompanying peripherals are stored in a secure and safe place</li> <li>• that the equipment is to be available to the student it has been purchased for</li> <li>• that the on-going consumable costs associated with equipment and programming are provided for through school budget</li> </ul>

## **APPENDIX B - INFORMATION SERVICES ADMINISTRATIVE AND TECHNICAL PROCEDURES**

### **ADMINISTRATIVE PROCEDURES**

1. Canada Business Services (CBS) will receive shipment of designated SCCDSB Special Education equipment from the Boards hardware vendor choice and forward the appropriate documentation as required and specified by Special Education Services.
2. Any changes to the designated procedures, the default image configuration, or addition of new peripherals will be communicated to and approved by the Manager of Information.
3. Delivery and setup schedules will be communicated to Special Education and Information Services and the school principal at least 2 working days in advance of delivery and installation.
4. CBS will provide ongoing support to this equipment for a period of 12 months from the date of installation. School, Special Education or Information Services staff will contact CBS by telephone or email to inform them of issues related to this equipment. Information Services staff may be required to provide additional support and information as needed.

### **TECHNICAL EXPECTATIONS**

1. Each system will be imaged as per the St. Clair Catholic District School Boards (SCCDSB) specific requirements with the approved image as provided to CBS by the SCCDSB Information Services Department.
  - a. Additional software and peripherals may need to be added to each installation as required. CBS may choose to manage a "final" image for each individual unit under their responsibility if they choose to do so.
2. Setup and configuration of this equipment on the school network will be done only by CBS authorized staff under the specific account and user identity provided by Information Services to CBS for this purpose.
  - a. Any other unauthorized access to SCCDSB network infrastructure or resources with this account is strictly prohibited.
3. At approximated 6 months into each individual agreement, CBS will perform general diagnostic testing for each installation along with a basic preventative maintenance program. This includes:
  - a. Communication with designated school staff (principal or designated teacher) in order to identify any problem areas or issues with the installation.
  - b. Inspection of all hardware and a follow-up report to Special Education and Information Services with respect to any physical damage or missing components, software or peripheral equipment.
  - c. Verification that all peripheral hardware, associated software and originally installed software is functional. This includes verifying there are no hardware or resource conflicts.
  - d. External cleaning (wiping) of the computer and associated peripherals in compliance with SCCDSB procedures.
  - e. More thorough internal cleaning of computer (internal), printers and any other pertinent peripherals as appropriate.

## ISA 1 Equipment Process

STAGE ONE- Referral for Equipment\*

STAGE TWO- Equipment Request\*

STAGE THREE- Equipment Set-Up  
and maintenance



