



Greenlee, Mike <mgreenlee@nbcusd.org>

Fwd: Adding the maintenance/custodial staff to Service desk

1 message

Rudolph, Jerry <rudolphj@nbcusd.org>
To: Mike Greenlee <mgreenlee@nbcusd.org>

Tue, Sep 10, 2019 at 9:22 AM

Mike,

It would cost an additional \$1597.50 to add 8 maintenance/custodial to Service desk.

We are paying for each Janitor (Building) to have access.

The ticketing system would work the same as the tech help desk.

A staff member would login - Make a maintenance request based on pre-setup templates (categories) - It would be routed to the proper person and completed. This would Give Jim Nolen the ability to make sure tasks were being completed, and assist when needed. It would also give Jim an advantage at the end of the year to better understand the needs of the district through reporting. (Example: We are fixing this over and over, time to find a better product)

Thanks

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Jerry Rudolph
Instructional Technology Coordinator
North Boone School District 200
<http://www.nbcusd.org/> @NBCUSD200



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83K



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