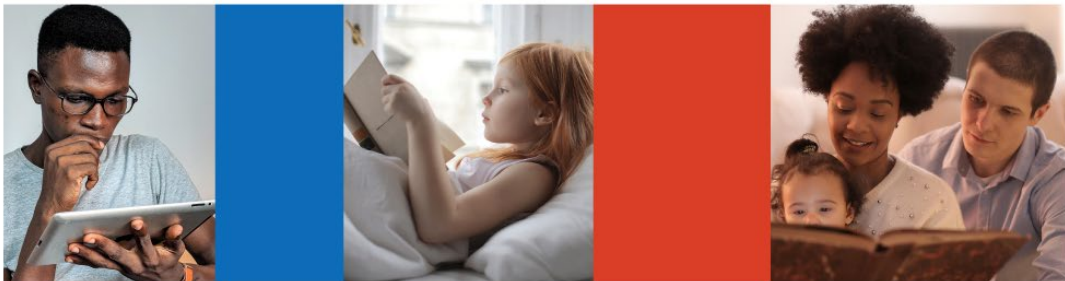


Instructional Continuity Planning Guide

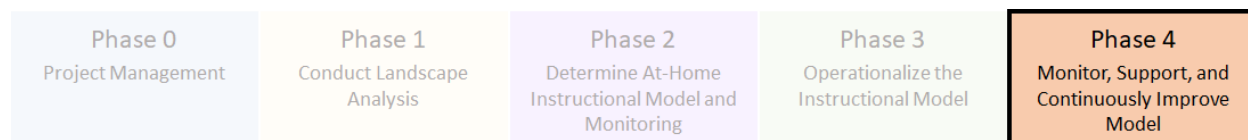
4.3 Troubleshoot Problems



The information included in this guidance is provided as a resource only.
This information is intended to assist in the delivery of educational resources in this time of public crisis.

Phase 4: Provide Monitoring and Support

Planning Category 4.3: Troubleshoot Problems



Planning Category Activities

1. **Develop a help desk ticket submission process** for students and teachers.
2. **Create a district support team** to address help desk tickets.
3. **Provide ongoing troubleshooting services** to students and teachers.
4. **Create additional trainings/communications** to reduce repeated student and teacher challenges.

Planning Guidance

Consider creating a centralized place for teachers and parents to request help and troubleshoot problems they encounter during at-home instruction.

If your district already has a help desk system, evaluate whether it can effectively support your instructional continuity plan. Evaluate whether the current system can perform key functions, given the current scale of demand, and handle the changes in support needs with the shift to at-home instruction.

An effective help desk should accomplish the following:

- **Provide a single point of contact:** Teachers and parents should always know where to go when they need help.
- **Answer questions:** Teachers and parents should be able to use self-service or contact a help desk staff member when they need answers or step-by-step instructions.
- **Free up time:** A well-run help desk centralizes knowledge and provides workflow guidance that makes solving problems quicker and easier.
- **Measure satisfaction:** Users should always have a way of rating the help desk and giving feedback to improve processes, knowledge bases, and solutions.

Guiding Questions

- What is the purpose of this help desk system in terms of who it is intended to help and what their needs are?
- How would a teacher or parent reach you for help? How does your help desk system support users with different access abilities?
- What kind of documentation or receipt, if any, will a help desk user get once they submit a ticket or support request?
- Will this documentation include a date and time by which they should expect to receive a response? How will help desk staff know when a ticket or request has been solved or closed?

- What criteria and processes will be in place to assess and assign priority to different support requests? When and how can a request be escalated?
- What should a teacher or parent do if they do not receive a response within the described time or within a timely manner?
- How will you measure continuous improvement? Will users receive satisfaction surveys? What should a user do if service was unsatisfactory? To whom would they report concerns?

Use your responses to these questions to create or improve documentation of your standard operating procedures for the help desk system. Standard operating procedures document the steps needed to deliver or complete specific processes or tasks. In help desk terms, this document will outline how to handle support requests or tickets. This allows staff to manage all responses in a structured and uniform way from initial contact to successful resolution.

Plan to iterate the system over time. Consider what help resources and contact lines you already have. Are these resources linked to in the same place as your online learning resources or your specialized COVID-19 sites? Are they accessible by teachers and parents with differing levels of online access? If there are multiple support channels, consider whether they can be better integrated to ensure no one falls through the cracks.

Develop your knowledge base and training materials over time. Provide quick and easy training materials in different formats. Again, plan to provide access to necessary information quickly in available formats, then iterate and add new formats over time.

Suggested Staff Support

- **Emergency operations team:** helps provide updates to centralized website or communications system
- **IT:** provides tech support and system development
- **Communications:** supports development of training templates and communications materials
- **HR:** provides teacher contact information
- **Third-party vendors:** provides software support

TEA Resources

- Sample Help Desk System Processes and Tools
- Template ICP Help Desk Standard Operating Procedures

Additional Resources

- Asana IT helpdesk
- Google G Suite Guide: Set up your Help Desk
- Mojo Helpdesk
- Smartsheet: How to Use Smartsheet as an IT Ticketing System, Help Desk Ticket Tracker with Form
- Zendesk Online Ticketing System

District-Created Examples

- Dallas ISD At-Home Learning (scroll to bottom for help desk link): provides a link help desk and a number to call for technical difficulties
- Houston ISD @H.O.M.E.: includes multiple support and training resources for parents, students, and teachers; HISD Online Booking for Instructional Technology Appointment; Houston ISD Technology Service Desk
- Katy ISD Parent Tech Help page and Parent Tech Help Form
- Leon County Schools Support Portal: help desk ticketing system uses Mojo Helpdesk and was created to support all customers (teachers, students, administrators, staff, and parents)
- Miami-Dade County Public Schools COVID-19 Support Lines (scroll down): multiple hotlines to ensure the right person receives the right type of support; supports students, parents, and teachers
- Parkrose School District Helpdesk: uses Google Forms for an online ticketing system; provides user-friendly links to other important resources
- Pharr-San Juan-Alamo ISD Academic Continuity Parent Resources and HelpDesk Form: features dedicated page with step-by-step instructions to access online learning resources; includes HelpDesk Google form in English and Spanish

Find links to all [Phase 4 resources](#) on the TEA Instructional Continuity Framework website.