

# Charlotte Public Schools District Technology Committee

## Computer Desktop Guidelines

Instructional and administrative computers will have the best opportunity to perform at optimum levels if applications and software on these computers meet identified and tested standards. All software on district computers must be owned by the district or meet the criteria identified in the Charlotte Public Schools District Policy & Guidelines on Software Copyright (January 1999).

Technology support staff will best be able to support district computers that are set up according to district standards. These standards include having only:

1. Desktop icons necessary for computer operations and access to district software.
2. District identified screen savers.
3. Installed programs related to job responsibilities or curriculum support and delivery.
4. E-mail packages and instant messaging approved by the district.
5. Back-up files on the hard drive with original copies saved either to disks or the network server.
6. Where appropriate, security software installed.
7. All passwords known to technical support staff.
8. Streaming Audio & Video will not be available on district owned computers between the hours of 8:00 a.m.-3:00 p.m., Monday-Friday. This includes Internet radio or video broadcasts. After these hours, it must be used for educational purposes including professional development.

All users are expected to be responsible for their own work related data files. Technology staff will be required to remove software, applications and set-ups that interfere with optimum computer performance.

**To correct technical problems, tech support staff may be required to re-set a computer to the district standard for basic software. Installation of additional software will not be the responsibility of technical support staff unless policies and procedures for requesting additional software are on file.**

Computers do have limits. The addition of software and peripherals can be the cause for technical difficulties. Tech support will not support problems created by over taxing a computer and its resources.

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3<sup>rd</sup> Revision: October 22, 2002