



Requesting Technology Resources and Technical Support

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Campus IT Equipment Request Process

The Campus IT Request Process ensures that instructional and non-instructional technology needs are reviewed, funded, approved, and implemented in a consistent and efficient manner.

1. Preparation - Identify Need, Secure Quotes, and Verify Budget

The requesting department identifies the technology need and its purpose. This may include:

- **Instructional Equipment:** Classroom technology, computer labs, instructional software, audiovisual systems, and teaching tools.
- **Non-Instructional Equipment:** Employee computers, printers, administrative software, office technology, network devices, and operational systems.
- **Site Improvement (SI):** Projects requiring the physical installation of hardware and connectivity, along with related labor costs, must undergo the College's Site Improvement (SI) process beginning with the submission of a Site Improvement Form.

Campus IT Equipment Request Process

1. Preparation (Continued)

Contact the following campus representatives for IT consultations and technology quotes from authorized vendors:

- Classroom Technology quotes: Majeda Nasrawi (mnasrawi@sdccd.edu)
- Dell Computers quotes: Al Cordeiro (acordeir@sdccd.edu)
- Apple Computer quotes: Robbi Ewell (rewell@sdccd.edu)
- Consultations on Site Improvement (SI) Jay Purnell (jpurnell@sdccd.edu)

The requester must confirm the funding source and obtain budget approval from the appropriate budget manager. Review the costs outlined in the quote and identify/verify available budget prior to creating a requisition to purchase.

Campus IT Equipment Request Process

2. Submission of Requisition

The requesting department submits requisition that includes:

- Equipment specifications (detailed on quote)
- Location for equipment delivery and setup
- Verified budget account/funding source

3. Review and Approval

The requisition is reviewed by the appropriate dean, director, manager, or other designated approver to confirm:

- Alignment with campus priorities
- Availability of funding
- Technical compatibility and security

4. Procurement and Implementation

Once approved, Purchasing and IT coordinate the acquisition, configuration, installation, and deployment of the equipment. Assets are inventoried and documented.

Campus IT Equipment Request Process

Deeper Dive - Instructional Computer Labs

- Resources within the College's Discipline Specific Labs are secured by the Discipline's School by leveraging grants and other soft funds from State and Federal sources.
- The Colleges Technical Support Group (TSG) provides tech support, consultation, and quotes for replacement computer hardware.

Campus IT Equipment Request Process

Deeper Dive - Administrative (Employee) Computing

- The College is responsible for providing it contract employees with a capable computer and access to printing resources.
- District IT provides technical support for administrative computers
- About Laptops:
 - A significant number were purchased for remote work during pandemic – utilizing special funds
 - While a number of employees currently have both an office computer and a SDCCD laptop, there is not a contractual obligation to replace supplemental computer devices that have malfunctioned with an expired warranty or reached “end of life” status.

Campus IT Equipment Request Process

Deeper Dive - Site Improvement (SI) Process for AV installation requests

- Requestor validate available budget with appropriate budget manager
- Requestor should contact the Office for Classroom Technology Management (OCTM) for a technical walkthrough and quotes
- OCTM will connect with an authorized AV vendor and conduct a walkthrough for the installation
- OCTM will provide you with a quote
- Upon receipt of the quote, request an SI (site improvement) from Jay Purnell and provide him with the quote and budget number

Campus IT Equipment Request Process

Deeper Dive - Site Improvement (SI) Process for AV installation requests (Continued)

- Once you receive the SI, input all of the information in PeopleSoft in the below manner:
 - Equipment use 6000 budget code
 - Labor use 5000 budget code
 - Any material below \$200 use 4000 budget code
- Provide Jay with the CTR# and wait for a Notice-To-Proceed contract (NTP) before submitting the requisition
- When Jay provides you with the NTP, attach it to the requisition
- Submit requisition for approval

Technology Support Services

Information and Learning Technology

Services:

- Consultations and acquisition of quotes for technology
- Maintenance and technical support for smart spaces
- AV setup and technical support for special events
- Technical support for Instructional computer labs

Functions:

- Campus liaison to Districtwide IT Support Services
- District IT Service Desk Support Services
- Computer hardware and software minimum standards
- AV infrastructure and presentation technology minimum standards



Independent Learning Center (ILC)

- The campus' only open academic computing facility
- Featuring two computer labs with 60 Internet enabled computer workstations as well as media viewing stations
- First floor of the LRC (R building). We offer open academic computing labs for students needing support on windows PCs and iMacs.
- R-106
- R-107

Lab Hours:

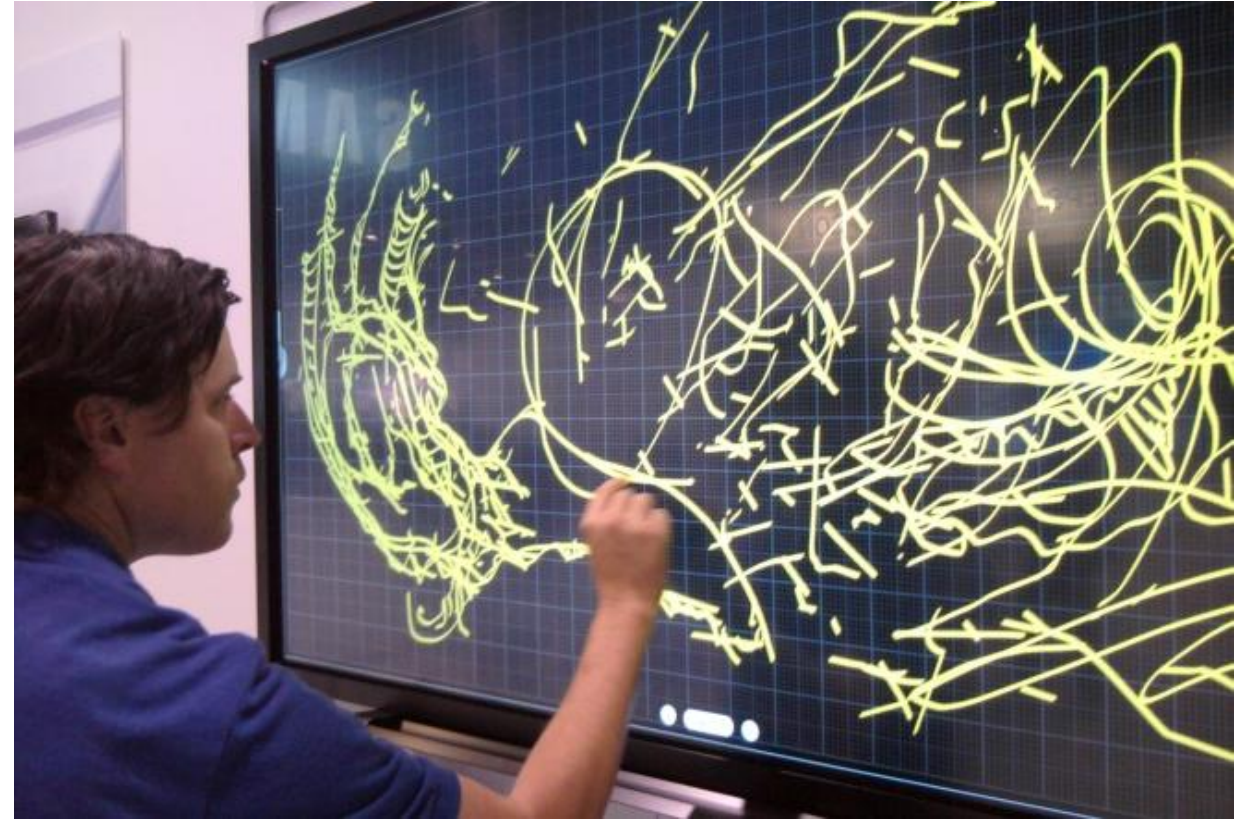
- Monday through Thursday: 7:30am – 7:00pm
- Friday: 8:00am – 12:00pm



ILC Support Services

- Provides general academic computing support
- Supports the use of multimedia content and Online resources
- Provides access to productivity software, including the Microsoft 365 and Adobe Suite programs

OFFICE OF CLASSROOM TECHNOLOGY MANAGEMENT (OCTM)



OCTM Manages the Following...

Technology in the classrooms

<https://help.sdccd.edu/support/tickets/new>

Technology for on-campus events

[https://www.sdcity.edu/life-at-city/docs/facilities request form.pdf](https://www.sdcity.edu/life-at-city/docs/facilities_request_form.pdf)

Technology checked out to college employees

<https://docs.google.com/forms/d/e/1FAIpQLScuITikPaHfQ2RhPpZNPcVXuPM1HWfxPpJdUUNzvUI4LR8ywQ/viewform>

- Infrastructure integration/AV liaison
- Consultation for multimedia events
- Supports instructional smart classrooms, on and off campus events and setups

ON-CAMPUS SUPPORT



Our role has transitioned from
“delivering equipment” to “delivering
service”



We support classes & events on campus

16 buildings

304 Instructional Rooms
[248 Smart Classroom] & [23 Smart
Conference Rooms]

TECHNICAL SUPPORT GROUP



What we do

TSG supports San Diego City College with technology services that enhance teaching and learning, guided by quality, collaboration, inclusivity, and customer-focused service.

Our Focus for ~50 instructional computer labs:

- Hardware Installation & Repair
- Software Installation & Support
- Network Setup & Maintenance
- System Upgrades
- Security Management
- Technical Support



Software Installation Request Form

COMPUTER SOFTWARE INSTALLATION REQUEST FORM Academic Computing 388-3636		Original Media, Purchase Order, and Software Installation Request Form must be submitted at least 5 weeks prior to the beginning of a class semester. Failure to do so will not guarantee software availability. <i>Please return by May 19.</i>	
The basic image for all instructional PC labs consists of <i>Windows 7, Microsoft Office 2010, Microsoft Internet Explorer and the Avast</i> antivirus program. Use this form to identify any additional software required for your class including browsers (i.e. Firefox or others) and any browser Plug-Ins used by the publisher's website or supplemental material available for your text books. Please remember to submit this form to identify the software required for the classrooms and Independent Learning Center. <i>Software upgrades are not performed during a semester unless they repair critical issues or the upgrades are essential to the operation of the software.</i>			
Request By:		Dean's Signature	
Date:		Date:	
Department		Phone #	Semester
Location/room	Course/section	Number of stations	
Program name(s) / version			
Single / Multiple Copy (Specify Computer #)		Network Version	
Purchase Order #			
Additional comments: _____ _____ _____ _____ _____			
FOR ACADEMIC COMPUTING DEPT. USE ONLY			
Job Assigned To		Date Completed	
License Type		Media Type	
Media Location		License #	



Support For Office Computers and SDCCD Network

The SDCCD IT Service Desk

The IT Service Desk staff provides immediate technical assistance during business hours. If the issue or question cannot be resolved or answered quickly, the Service Desk will open a case with an assigned number and refer it to the appropriate technician for follow up.

Conventional IT Service Desk Work-Flow

Contact the IT Service Desk at help.sdccd.edu

[How to create incidents and service requests](#)

Phone - ext. 7000 or (619-388-7000)

IT Service Desk Hours

7 a.m. to 6:30 p.m., Monday thru Friday except District Holidays.

SERVICE DESK SUPPORT

Student Support

Primarily helps with:

- Password resets
- MFA resets
- Access to the student portal and Office 365 apps (Email, Word, Canvas, etc.)

Employee Support

- Password resets for office computers or Microsoft 365 web are **only performed over the phone** for security reasons.

SERVICE DESK SUPPORT

How to Get Help Online

Visit: <https://help.sdccd.edu/support/home>

- **Report an IT Issue** (No login required)
Use this for problems like no internet, software not opening, printer errors, etc.
- **Request Service** (Login required)
Use this to request hardware or software (new or upgrade), update Outlook contact info, request network access, Adobe Creative Cloud licenses, and more.

After logging in, find options on the left sidebar.

Frequently Asked Questions

* **How do I get software installed in a computer lab?**

To request software installation in a computer lab, please complete the attached Software Installation Form and email it to Al Cordeiro at **acordeir@sdccd.edu**. Please allow sufficient time for the Technical Support Group to complete the installation. Software request forms are typically distributed at the end of each semester for installation during the following semester.

Frequently Asked Questions

- **How do I get data ports installed or activated?**

For data port installation or activation requests, please contact the District IT representative for City College, Karmo Kosso, at **kkosso@sdccd.edu**.

Frequently Asked Questions

***How do I get a laptop for remote work?**

Full-time contract employees may request a loaner laptop by completing the Technology Checkout Form:

[Technology Checkout Form](#)

Once your request has been processed, you will receive an email with pickup instructions.

Please note:

- The Laptop Loaner Program is available only to full-time employees.
- Students may check out laptops through the Library. Please refer to the library's laptop checkout information for details.
 - <https://library.sdcity.edu/home>

Frequently Asked Questions

- **• How do I request quotes for:**
- laptops, contact Al Cordeiro acordeir@sdccd.edu
- Administrative computers/faculty and staff, contact Karmo Kosso kkosso@sdccd.edu
- Av/multimedia/classroom technology, contact Majeda Nasrawi mnasrawi@sdccd.edu
- Apple products, contact Robbi Ewell rewell@sdccd.edu

QUESTIONS?