

Fulton County Schools Procedures / Resolutions of network issues

- (1) The school Technology Specialist completes Network checklist.
Hardcopy will be in each MDF and every IDF in the system. Soft copy will be on the Fulton County School System's intranet site.
- (2) If problem is not resolved after completing checklist then a HEAT request is to be filed.
- (3) If there is a significant problem/outage in a school then call the Help Desk at once.
- (4) Cluster Tech or Tech III is to visit the school to evaluate the problem.
- (5) If the Cluster Tech or the Tech III is unable to resolve a hardware issue on Nortel equipment, they should document on the HEAT request what has been done up to this point in time and contact Layer3 Communications.
- (6) Layer3 Communications should be contacted at (770) 225-5310 or e-mail support@layer3com.com Layer3 Communications will at this point provide level 1 and 2 support. The Cluster Tech or Tech III should reference the HEAT request number on the call or e-mail to Layer3 Communications.
- (7) Layer3 Communications is to resolve the problem, and provide documentation of the solution/work on the Layer3 Communications service ticket system.

Layer3 Communications requirements

- (a) Layer3 Communications will need access to the network's physical location should hardware replacement be required.
- (b) Cleveland Avenue Administrative facility is covered with a 24X7 four hour guaranteed response. All other locations are covered with a next business day guaranteed response. Layer3 Communications will continue to the best of our ability to provide the same level of service you have come to expect from our organization.
- (c) Layer3 Communications will need a valid HEAT request number and an applicable contact name and phone number.