

THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA

**Phillip H. Dunn II
Chief Information Officer**

DATE: April 16, 2020
TO: All Principals
All Department Heads
FROM: Phillip H. Dunn II
Chief Information Officer
VIA: Valerie S. Wanza, Ph.D.
Chief School Performance & Accountability Officer



SUBJECT: **BCPS TECHNICAL SUPPORT LINE (UPDATE):**

ACTION: In support of [Learning Never Closes](#), school-based Microcomputer Technical Specialists have been trained to provide virtual Tier I support. As such, principals are expected to release the Microcomputer Technical Specialists from other duties at their school sites.

RATIONALE: It has become increasingly difficult to address all the technical and application support inquiries directed at school-based personnel, the Information Technology Department, Office of Academics, Office of School Performance & Accountability, and the main district switchboard.

As such, the BCPS Technical Support Line will be the single point of technical and application support during these difficult times. Microcomputer Technical Specialists will provide the Tier I level of support. The Information Technology Service Desk will provide Tier II support and subject matter experts will provide Tier III support. The BCPS Technical Support Line will alleviate the need to provide devices and support at each individual school.

**Technical Support Line Information
Monday through Friday
Hours of Operation: 8:00 am – 4:00 pm
Phone Number: 754-321-0569
Start Date: April 20, 2020**

For additional information, please contact Max Rosario, Director of Classroom Technology and Desktop Support Services, at mrosario@browardschools.com.

VSW/PD/MR:df

cc: Senior Leadership Team
Veda Hudge, Director, Office of Service Quality
Directors, School Performance & Accountability
Directors, Information & Technology