


INTEROFFICE CORRESPONDENCE
Los Angeles Unified School District
Information Technology Services

TO: All Site Administrators **DATE:** December 5, 2024
FROM: Soheil Katal 
Chief Information Officer
**SUBJECT: NEW IT SUPPORT TECHNICIAN BUDGET MODEL – IMPORTANT
CHANGES STARTING JULY 1, 2025**

This is to inform you of an important update regarding the IT support model for your school sites, which will take effect next fiscal year.

Transition to the Itinerant Model for technical support services

Starting **July 1, 2025**, the district will implement a **new Itinerant Model** for IT Support Technicians (ITST I). In recent years, approximately 150 IT Support Technicians were funded through COVID/ESSER funds to provide essential support for technology systems at your schools.

These technicians have played a critical role in ensuring that your school's technology infrastructure runs smoothly, supporting everything from installing and maintaining hardware to troubleshooting technical issues. With the conclusion of COVID/ESSER funding, **schools will now purchase IT support services** directly from ITS who will assign technicians based on your requested support needs.

Under this new model, ITS will manage technician assignments based on the number of days you budget. For school sites that do not purchase support services, IT support will most likely be limited to remote support only and will take an average of 4 - 6 weeks.

Key Changes to Note:

1. **Itinerant Model:** Schools will need to purchase a full time technician or IT support in the form of days from ITS based on their specific needs, including technical maintenance, classroom technology support, and proactive assistance.
2. **ITS Assignment for Technicians:** ITS will assign technicians to your school site based on your budgeted support needs. Budget Services will encumber the corresponding funds from your budget for the entire year.
3. **Support Availability:** If your school does not purchase support services, ITS support will most likely be limited to remote support only and will take an average of 4 - 6 weeks.

Time Reporting:

To ensure proper tracking and accountability, time reporting will be handled directly by ITS.

Cost Models:

Schools and offices can purchase IT Support Services during Budget Development. This includes Virtual Academy, Division and Region Offices. Below are recommendations for IT support and service fees for the school year.

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Technical support services include:

- Performing device enrollment for multiple operating systems and user profiles.
- Assisting with website migration and content management tasks.
- Supporting with device inventory, including asset tracking and reporting.
- Escalating warranty issues to vendors and providing social media support.
- Assessing salvageable devices for reuse or recycling.
- Providing routine IT support, including remote assistance.
- Assisting with device repair, handling support and maintenance.

ITS recommends purchasing technical support according to the following student enrollment breakdown:

- 1 day for student enrollment less than 200
- 2 days for student enrollment between 201 - 400
- 3 days for student enrollment between 401 - 600
- 4 days for student enrollment between 601- 800
- 5 days for student enrollment over 800

Cost Models:

Schools and offices can purchase IT Support Services during Budget Development. This includes Virtual Academy, Division and Region Offices.

| Option 1 Full Year - A Basis | | Option 2 Outside of Summer | | Option 3 Summer Only | |
|---------------------------------|-----------|---------------------------------|-----------|--------------------------------|---------|
| (July 1 through June 30) | Cost | (July 17 through June 30) | Cost | (July 1 through July 16) | Cost |
| 1 day a week | \$26,151 | 1 day a week | \$25,004 | 1 day a week | \$1,125 |
| 2 days a week | \$52,301 | 2 days a week | \$50,008 | 2 days a week | \$2,251 |
| 3 days a week | \$78,452 | 3 days a week | \$75,013 | 3 days a week | \$3,376 |
| 4 days a week | \$104,602 | 4 days a week | \$100,017 | 4 days a week | \$4,502 |
| 5 days a week | \$130,753 | 5 days a week | \$125,021 | 5 days a week | \$5,627 |

Next Step:

Budget Planning: ITS encourages you to begin planning your school's IT support needs for 2025-26, including estimating the number of technician days you will require. ITS understands that this transition may require some adjustments and is committed to supporting you through this process. The Itinerant Position Request form can be downloaded from the Budget Services website at <https://www.lausd.org/Page/20780>.

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For further inquiries, please contact your Region IT Liaison.

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