



# IT SUPPORTS AND SERVICES

## OVERVIEW

The CRAEA IT Support Team is evaluating how we can better align our services to the ever-changing technology needs of the districts we serve. We are offering two service options: (1) IT Project-based Support and (2) Managed IT Services.

## BENEFITS OF PARTNERING WITH THE CRAEA IT SUPPORT TEAM

- Access to Our Highly Qualified IT Support Team
- Guidance & Assurance of Collaborative IT Support
- Actively Monitor Network Services
- Less Downtime & Fewer Service Disruptions
- Develop Long-Term Technology Goals
- Scalable & Affordable Solution(s)

## VALUE ADDED IT SERVICES

The CRAEA IT Support Team currently provides a wide range of value added services to school districts and technology leaders at no additional cost:

- Internet Services Support
- Hardware/Software Troubleshooting
- Network Design/Planning/Implementation
- Network Audit/Performance Tuning
- Network Security Support
- Email Security Support
- E-Rate Training/Consulting
- Cloud Application Support

*\*CRAEA offers Equipment Repair as a fee-based service, PPEL/SAVE funds do not qualify.*

*\*To access these services, contact [helpdesk@centralriversaea.org](mailto:helpdesk@centralriversaea.org) or call 319-273-8231.*

## SERVICE #1:

### IT PROJECT-BASED SUPPORT

These services will be contracted on an individual basis, as an on-demand service. The projects will include a statement of work and a specified time period of completion:

- Chromebook Enrollment
- Wireless Access Point Installation
- Audio/Video Equipment Installation
- Computer Imaging
- Mobile Device Management (MDM) Setup
- Employment Gap Coverage (Short Term)
- Computer Lab Setup

**COST:** \$75 per hour

## SERVICE #2:

### MANAGED IT SERVICES

These services will be contracted on a yearly basis for on-site technicians that will provide first-line technical support for school districts. The CRAEA IT Support Team will provide advanced and specialized technical assistance.

- Advanced Technical Support & Troubleshooting
- Advanced Wireless Support & Troubleshooting
- Advanced Audio/Visual Support & Troubleshooting
- Advanced Hardware/Software Support & Troubleshooting
- Advanced Network Support & Troubleshooting
- Device Imaging, Configuration, & Enrollment

**COST:** \$60 per hour  
(available up to 3 days per week)

*\*PPEL/SAVE funds may be used for all contracted and managed services unless otherwise noted.*