

FAIRFIELD PUBLIC SCHOOLS

INFORMATION TECHNOLOGY DEPARTMENT

STANDARDS OF EXCELLENCE

Performance standards have been developed for all Fairfield Public Schools Technology Department team members to follow. These standards establish specific behaviors that team members are required to practice while at work. By incorporating them as standards of excellence, we reinforce these behaviors, make it clear that they are expected and encourage team members to be diligent about practicing them.

COMMITMENT

As Fairfield Public Schools Technology Department team members, we are linked to one another by a common vision and mission: *Fairfield Public Schools Department of Information Technology is a professional customer service based organization that advances the District's delivery of cost effective and innovative educational and business services, through coordinated application of technology*

ATTITUDE

As team members of Fairfield Public Schools Technology Department we are here to better serve our customers who are our systems users. Our users' most basic expectation is to be treated with courtesy. We are committed to providing the highest quality of service by meeting our users' needs with utmost care and courtesy. This commitment must be reflected in our behavior.

Promptly welcome walk in users in a friendly manner, smiling warmly and introducing yourself (if applicable). Don't allow anyone to feel ignored.

Listen carefully to what our users have to say. Avoid interrupting people unnecessarily.

Treat everyone as if he or she is the most important person in our facility. Treat all people with respect.

Meet the user's immediate need or gladly refer him or her to someone who will.

Apologize for problems and inconveniences.

Follow Up after an incident to insure customer satisfaction.

Thank our users for their patience as we address their concern.

Exceed our users' expectations by going above and beyond to insure their satisfaction.

Recognize that our users have a sense of urgency and show them we value their time. Users are not an interruption of our work; they are our reason for being here.

Treat one another with courtesy and respect. Rudeness is never appropriate.

Treat every co-worker as a professional. Recognize that we each have an area of expertise.

Show consideration. Be sensitive to a fellow employee's inconvenience. Avoid eleventh hour requests. Consider another's priorities in addition to your own.

Be tolerant of fellow employees. Recognize that conflicts may exist among co-workers, but professional courtesy is expected. Set aside differences when working together. Realize we all have personal shortcomings.

Be supportive of fellow employees. Offer help when possible. Cooperation is expected in the workplace.

Promote Teamwork and offer assistance. Eliminate intra/inter departmental conflicts.

Be loyal to your co-workers and Fairfield Public Schools Technology Department. Don't undermine other people's work. Be discreet in what you say.

Welcome new team members. Be supportive by offering help and setting an example of the cooperation expected in the workplace.

Be honest in all interactions with co-workers.

Respect the privacy of fellow employees.

Do not chastise or embarrass fellow employees in the presence of others.

Guard your words and actions. Comments or jokes regarding race, sex, religion, color, national origin, age or disability are to be avoided at all times.

Address problems by utilizing this 4-Step Process:

- Confront the Problem
- Report the Incident
- Document the Incident
- Seek Support

APPEARANCE

Our appearance represents Fairfield Public Schools Technology Department. Grooming and dress reflect the respect we have for our users. While on duty, we will first consider our users' expectations in how we present ourselves. Our words and actions will convey a willingness to serve the customer. We will take pride in our facility and do our part to maintain a clean and organized work place.

PERSONAL APPEARANCE:

Our dress will always be professional, tasteful, tidy and discreet.

All users will be greeted with a warm and friendly smile.

Identification badges will be properly worn at all times while on duty.

Good personal hygiene is expected.

FACILITY AND ENVIRONMENTAL APPEARANCE:

When we come across litter, we will pick it up and dispose of it properly.

Equipment will be returned to its proper place.

Equipment should never be left in front of a doorway for visitors or employees to have to go around.

Workstations should be kept neat and orderly.

Follow environmentally conscious proper recycling and disposal process in compliance with State and local regulations.

COMMUNICATION

The goal of communication is understanding. We must be committed to listening attentively to our users in order to fully understand their needs. Close attention will be given to both verbal and nonverbal messages. Our messages to users should be delivered with courtesy, clarity and care. We must avoid confusing users and speak in terms they can easily understand.

TELEPHONE ETIQUETTE:

All employees must know how to operate the telephones in their areas. When transferring a call, first provide the caller with the correct number in case the call is lost.

Attempt to answer calls within three rings or as soon as possible.

Answer all calls by identifying your department and yourself, asking "How may I help you?". Speak clearly.

Get the caller's permission before putting him or her on hold and provide them with a brief explanation as to why they are being put on hold when appropriate. Thank the caller for holding when you return to that line.

Callers on hold will be acknowledged periodically, given the status of their calls and asked if they want to continue to hold.

Phones will be placed on voice mail only when necessary. Recorded voice mail messages will be kept short and to the point. Avoid leaving complex messages.

EMAIL ETIQUETTE

All email will be handled with courtesy and professionalism. Avoid confrontational tones.

Email formatted initial responses will all include a greeting and a salutation:

Opening:

Hello John

Good Morning John

Good Afternoon John

Closing:

Thank you for your time,
John

Thank you,
John

Have a nice day,
John

Any further questions, please feel free to ask.

John

You can also use your signature insert.

Body of Message:

Be precise, form questions simply, add instructions in simple form so reader can understand.
Be careful of your tone.

CUSTOMER INFORMATION AND EDUCATION:

Use easily understood, concise and appropriate language when giving users information about their problem and its resolution. Avoid technical or professional jargon.

Reinforce verbal instruction with teaching sheets or other written material whenever possible.

Ask “ Did I answer your question?”

CONFIDENTIALITY:

Information available to this department may be confidential. Every employee is responsible for ensuring that confidentiality is not compromised.

Helpdesk activities and interactions with users and employees must never be discussed in public areas such as hallways, lobbies, the lounge or waiting rooms. Likewise, district business must not be discussed in public areas.

Release of information may be done only in accordance with district policies and procedures.

SHARE POINT AND HELPDESK EMAIL REQUESTS

We will answer all requests in a timely manner that demonstrates the care, courtesy and respect our users deserve.

The appropriate helpdesk technician will respond with a solution to a call or request within 15 minutes. If the technician is busy with another call, an appropriate co-worker should meet the request. Should calls begin to back-up, they will be addressed based on the severity or impact of the matter at hand. The department manager shall be notified if requests cannot be met within this time frame due to staffing or other matters. Certain types of routine requests will be responded to, based on department protocol. (for example, new user accounts).

Ensure continuity of attention by properly reporting to other team members before leaving the department for breaks, meals or other reasons. Return from breaks and meals promptly.

Offer to help one another.

Notify the user when you will get back to them, and follow through.

CUSTOMER WAITING

At Fairfield Public Schools Technology Department we recognize that our users' time is very valuable. We strive to provide our users with prompt service, always keeping them informed of delays and making them aware of the time frames for problem resolution.

Educate technicians about the process.

Provide status updates.

If it becomes apparent that a scheduled activity will be delayed, inform the customer prior to the scheduled event.

Always thank users for waiting and apologize for delays.

HALLWAY ETIQUETTE

Hallway etiquette can create a favorable impression for our users, visitors and co-workers. Good hallway manners contribute to overall district satisfaction and a positive view of our department.

Use the hallways as an opportunity to make a favorable impression. Smile at and greet fellow employees, guests.

Do not discuss events or helpdesk cases in order to safeguard confidentiality and to maintain organizational integrity.

SAFETY AWARENESS

Safety must be the responsibility of all Fairfield Public Schools Technology Department team members to ensure an accident-free environment. "Think safe, act safe, be safe and stay safe" is the safety awareness creed.

SENSE OF OWNERSHIP

Every Fairfield Public Schools Technology Department team member must feel a sense of ownership toward his or her job. By this we mean taking pride in what we do, feeling responsible for the outcomes of our efforts and recognizing our work as a reflection of ourselves.

TAKE PRIDE IN THIS ORGANIZATION AS IF YOU OWNED IT.

Be sure you know and understand the responsibilities of your job. Take charge of and accept these responsibilities.

Do not say, "It's not my job." If you are unable to meet a request, be responsible for finding someone who can.

Adhere to organizational and departmental policies regarding tardiness, breaks and working hours.

Keep your work area and surrounding environment clean and safe.

Strive to do the job right the first time. Focus on users' needs.

Look beyond your assigned tasks. Your responsibility does not end where your co-workers' responsibilities begin. In most situations, responsibilities merge and blend. When it is appropriate for you to perform a service, do so.

Perform your work in a timely manner. Meet users' needs as soon as possible.

Pay attention to details.

Complete tasks. If interrupted, return to the job as soon as possible. If you are unable to finish a task, find someone who can.

Always conduct yourself as a professional.

Live the core values of the organization.

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